Combined Service Descriptions
G-Cloud 11
About Us

M4 is an IT digital solutions delivery practice. We work closely with our clients to deliver effective technology, and supply chain management solutions, concentrating core focus on the delivery of real value to support business operations and end user customers. In an agile, digital world, we assist and support clients to deliver “performance driven outcomes” that simultaneously align their ICT with both business and customer needs.

The M4 team has, and continues to work closely with, large Government departments to not only manage, but advise, design and implement end-to-end governance processes and ways of working to support significant transformation and complex commercial transition and exit activities. Governance developed and managed by us has covered the complete change lifecycle across agency wide change portfolios, ITIL and GDS service design and management, and across the procurement landscape.

Our team recognises the benefits of a successful outcome for all and is highly experienced in negotiating and articulating ways of working to achieve this aim.

As examples of our government engagements, our teams have supported Cabinet Office, DVLA, SLC, BEIS, GDS, and The Home Office in delivering IT transition and transformation and enabling agencies to retake the SIAM role from their monolithic vendors. Our native environment is to embed in internal teams and support senior stakeholders to deliver their strategies and catalyse innovation.

Essentially, our experienced hands support and manage vendor interactions, understanding both user and vendor sides of the equation, to drive best value for money for the Client whilst interpreting the commercial realities of the Vendor. Our pragmatic approach to supplementing internal teams with a skillset spanning commercial negotiations and deep technical understanding drives collaborative inertia, building confidence and plugging gaps in knowledge to deliver real world solutions to meet the senior stakeholders headline strategic roadmap.
Our Clients

Ministry of Defence

Department for Business, Energy & Industrial Strategy

Department for Environment Food & Rural Affairs

Driver & Vehicle Licensing Agency

Government Digital Service

Home Office

Student Loans Company

Health Education England

Innovate UK

M4 Managed Services - Combined Service Descriptions - G-Cloud 11
Case Study
Student Loans Company (SLC)

M4 provided direct support to develop and gain accreditation for a secure path to Cloud Infrastructure for the Student Loans Company to protect their £17 Billion Loan book. Our team devised the HLD to deliver an innovative on premises “secure stepping stone solution” to enable a Cloud based content distribution network for their wider user base to interact via a highly resilient Cloud based elastic front end.

The M4 team ensured success of the Secure Architecture Programme by delivering regular inclusive workshops on progress and options that continued to address original stakeholder requirements throughout the design process. Inclusion of the full Client delivery team in decision making and walking through the decision process at design reviews ensured buy in at all levels and resulted in a “it’s my design too” culture with consequent default upskilling and confidence in the Core Client team. Additionally, M4 also deployed, on an ad hoc basis and at short notice, technical author coverage to ensure timely completion of all documentation.

Key to the delivery was reusing previously purchased hardware to realise benefit from sunk costs. Also, essential to this work was the need to bolster in situ ageing infrastructure as well as the ongoing need to protect the Core database to exacting Security standards, whilst maintaining access to back end data via API’s.

Working with multi-vendor delivery team M4 workshopped the detail, gained local buy in and produced comprehensive LLD’s ensuring design accreditation from SLC CLASS Consultancy team and supporting external accreditors. During the post documentation phase, we offered ongoing support to ensure successful delivery, including introducing cyber security tooling into an established ICT Service Management regime to meet policy and risk mitigation objectives.

Our team continued to support Student Loans through the successful delivery phase once the design was approved and the team had effectively rolled off the project.

As an aside M4 team members have also contributed the technical input to the Scottish Government RAFe Report which paved the way for the Scottish Government’s portfolio of Strategic Research designed to ensure that Scotland maintains its position at the cutting edge of advances in agriculture, food and the environment.
Case Study
Innovate UK

Our DevOps function at Innovate UK has defined, implemented and managed the client Cloud infrastructure. After conducting Discovery Phase activities, our service provision prescribed the use of Infrastructure as Code (Terraform), Configuration Management (Ansible) and Container Orchestration (OpenShift on AWS).

An important aspect of this project is building and maintaining close working relationships with suppliers and stakeholders to ensure the delivery of fit-for-service architecture. Under M4’s guidance, the platform passed Pen Testing by NCC and IFS and went on to pass the GDS Public Beta assessment.

To enable the Innovate UK team to maintain and develop the infrastructure, the M4 service provision also wrote all necessary technical and guidance documentation and shared this using the appropriate collaboration tooling. Post build, we continue to be available to assist with ad hoc issues as they arise and act in the role of ‘Troubleshooter’.
Case Study
Health Education England (HEE)

NHS HEE operate a multi-disciplinary, Agile environment utilising Scrum methodologies.

During our tenure at HEE we have and continue to develop and maintain the Cloud Infrastructure and DevOps Platforms and Processes required by the Trainee Information System (TIS). The M4 consultants engaged on the project have extensive experience of AWS and Microsoft Azure, including Azure Portal, Virtual Networking and network security groups. They are adept at containerisation, having experience of Docker, including orchestration & writing/inspecting Docker and Docker Compose files.

Our service provision has been utilising its knowledge of Ansible automation framework on high availability application deployments including crossfault domain deployments, availability sets and load balancing Jenkins CI server configuration and maintenance.

We have also relied upon our experience of Georedundant storage, Linux system administration and scripting languages in developing platforms.

To monitor and improve platforms the team also uses its prior experience and knowledge of Infosec & penetration testing as well as working in a productive environment with an in-house test team.

The TIS is built on Open Source tooling which M4 has configured and deployed in collaboration with other suppliers on the team.

We are also currently mentoring internal junior DevOps resources.
Case Study
The Home Office

Our widely skilled team, most of whom have collaborated in complimentary roles in large transition programs including the DVLA’s £230Mpa PACT Contract Exit, Post Office Transformation and Student Loans Company’s Secure Infrastructure Transformation, bring direct experience of leading and delivering all aspects of large ICT Transition Programs.

Engagements within the Home Office include our technical and process teams supporting commercial colleagues through successful negotiations as part of a Cabinet Office Strategic Support Team.

Examples of specific initiatives include:

- ATOS CID extension, supporting the Home Office in negotiations with ATOS and DDAT creating a technical solution offering IPT flexibility to outcomes and delivery timelines. The M4 team are engaged with several suppliers dealing with the individual services i.e. Oracle, Verint & Amadeus.

- Fujitsu IT2K extension to permit disaggregation from monolithic contract; this includes addressing the underlying issues of change fatigue in the overstretched internal live service delivery team. The M4 team provided SME support and wider project guidance and delivery expertise to enable a safe a structured exit from this long-standing contract. Worked closely with Fujitsu to re-define and improve all aspects of the services design and pricing models, planned early exit of services to drive cost savings and was part of the negotiation team.

- NDES/Mercury – Counter Terrorism Policing, provided SME support in areas of business and operating model design and acted as critical friend and assurer to the wider Programme. Facilitated the exit of an under-performing consultancy partner and worked closely with Vendor architects and internal SME's to significantly enhance the detailed design and delivery to refocus technical design to meet real user needs, delivering an MVP based solution. In tandem leveraged cross government expertise and promoted re-use of technology designs and closer collaboration with other Government departments, significantly reducing costs and delivery timelines. Provided technical commercial expertise to support new lead partner tender evaluations. Detail is covered by non-disclosure agreement.
The objective at the DVLA was the full and secure transition of their Cloud Infrastructure estate involving the following:

- Transition to Amazon Web Services; the estate was held in UK Cloud (formerly Skyscape)
- Migration from Puppet to Ansible
- Consolidation of Service Automation and Configuration Management

The consolidated outcome resulted in a fully automated, monitored Cloud Platform, with resilient, evergreen infrastructure and auto-scaling in place.

The resulting best practice system, implemented with adherence to the GDS Service Manual, also offers increased value for money to the organisation, reduced infrastructure costs, increased transparency of the running systems, improved reliability through the nature of its components and due to the use of extensive automation and testing has reduced the number of defects and time to fix defects.

M4 Cloud Infrastructure Engineers worked collaboratively with both DVLA permanent and supplier engineers; this included engineers from interdependent DVLA teams. These teams developed and improved the Digital Services Platform in AWS, whilst also bringing other services such as VVR, SDL, VMPR and SCP in line with the new platform and approach.

Our outcomes also realise the advantages of features available in AWS, which were not previously available in UK Cloud, thus ensuring that the platform is now not only fully automated, but also properly monitored, with automated alerting, auto-scaling and disaster recovery solutions in place.

During this engagement M4 also provided pre-agreed levels of out of hours support.

Support of the project is being run simultaneously with an extensive skills transfer programme. The main focus of the ongoing transfer programme is genuine enablement as a key outcome coupled with internal ownership of the delivered solutions.
Case Study
Government Digital Services
Future Networks for Government (FN4G/PSN)

The overall aim of the government wide FN4G programme is to create standards and guidance on how to interconnect government in the future. As part of this, the M4 team were engaged by GDS to facilitate migration away from the PSN through a comprehensive program to create standards, tools and automated dashboards to address the key stakeholder requirements for real time, effective monitoring and assurance.

The project gathered and tested evidence via beta testing, interviews with consumers and suppliers, to test and prototype how government can best adopt standards for future networks. Key objectives included:

- How to ensure organisations moving away from the PSN achieve continuous and consistent service quality and security
- How to maintain the same level of assurance between parties as is currently provided by the PSN Code of Conduct.
- Satisfy the need for [FN4G] to provide guidance on adoption of appropriate standards.
- Satisfy the need for standards and guidance to be easily “adoptable” through automated means.

Working collaboratively with GDS, the M4 team, experts in Networks, Tooling, Dashboards and Security assessments and standards, worked to deliver on a number of fronts. Firstly, detailed guidance to assist users to assess the security considerations of PSN migration. Secondly, standards and KPI’s for automatic measurement of ICT posture via off the shelf tools and API’s. Thirdly, user based, dynamic (online) questionnaires to personalise and tailor ICT assessment focus areas and produce management action plans and further guidance for vulnerabilities and improvement areas. Finally, prototype tools were developed to create real time dashboard views of ICT security posture supplemented through links to tailored management action plans and further guidance.

The consolidated outcome resulted in BETA version of a dynamic web based assessment process underpinned by dashboard reporting fed through an ecosystem of tools gathering real time data. The work created a foundation for the next phase of the strategy to provide an easy to use mechanism for ICT security assessments on a scalable basis, automated real time scanning and review and a set of federated standards across Government to support project goals and migration activity.

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Case Study
Government Digital Services
GovPrint

GDS Common Technology Services (CTS) was set up to deliver a range of initiatives to introduce common technology solutions, including GovPrint, across government. M4 has deployed a service to support this initiative.

M4’s initial remit was to engage with leading hardware and software vendors to share requirements for a shared cloud print service and discuss the solutions on offer. The main outcome of this exercise was confirmation that there are very few cloud-native print software solutions and therefore very solutions that satisfy GDS requirements.

A Proof of Concept/Alpha deployment was implemented to support further evaluation. This identified several technical and security challenges to be overcome to deliver a secure shared cloud print service.

The technical issues revolved around two key areas. Firstly, how to support user identity from multiple sources i.e. each government department manages their own identity service. Secondly, the main software solutions are not cloud-native which lead to a number of issues around networking, security, deployment and management.

It was decided to run GovPrint through two workstreams. The first would undertake user research with key IT decision makers across government departments. The second would use lessons learned and input from the user research to develop a GovPrint Concept Design.

M4 undertook interviews with 21 government departments to understand their strategic requirements for print services. This research identified four common themes:

- A desire to standardise print services across government and migrate to cloud
- A desire to move to a consumption based delivery model
- A need to provide print services and support across multiple locations to an increasingly mobile workforce
- A need to have a simple route to market for utility based services

Using the output from this and the lessons learned, M4 developed a GovPrint Concept Design. This design is based on the following key principles:

- SaaS delivery model that supports Public, Private and Community Cloud deliver in a single or multiple tenancy delivery model
- Support a Cloud-Native approach e.g. SOA, microservices, containerisation, orchestration and automation
- Support Software Defined Networks (SDN) using certificates and https as the standard communications protocol
- Multiple GovPrint services that support interoperability between services

The GovPrint Concept Design is being reviewed by stakeholders including GDS Technical and Security Architects community. The design has also been shared with a wide range of government departments for their input. The next step is to re-engage with market and share the concept design for comment. The M4 team are currently working with CCS to issue an RFI to begin market engagement.
In parallel with GovPrint, M4 were asked to assist with Hubs GovPrint.

M4 worked with Crown Commercial Services (CCS) to undertake a Further Competition under the CCS RM3781 framework for a shared print service for tenants of the first Gov Hub in Canary Wharf. This involved defining requirements from all interested stakeholders and using these to create the further competition documentation.

Four suppliers responded to this requirement and M4 led the independent evaluation of the responses. A single supplier was selected as the preferred supplier and the procurement entered the Due Diligence phase.

In this phase the preferred supplier implemented a Model Office deployment of devices and cloud hosted print solutions software. The initial Model Office highlighted a number of technical and security challenges. These areas where thoroughly evaluated and it was concluded that unfortunately the proposed software solution presented challenges that could not be resolved.

Further to the above M4 has also led the creation of a cross government GovPrint Community of Interest, with the aim of promoting closer working between departments including sharing information, knowledge and experience. This community currently has representatives from more than 30 government departments.
GDPR & Cyber Essentials

With the recent introduction of The General Data Protection Regulation (GDPR) (EU) M4 Managed Services have grasped and implemented a responsive, dynamic approach to the handling of personal data to ensure compliance with the regulation and to have the ethos of the principles and rights at the core of our business operations.

For our full privacy policy, please see our website.

M4 are also accredited with the Cyber Essentials award.
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1. Agile Business Change

M4 Create Cloud solutions that can be deployed quickly to meet the needs of Agile business projects. Positively impact solution development and DevOps, leading to rapid response software production in an iterative manner. M4’s service relies upon an informed and tailored approach specifically designed to address collaboration, communication and motivation.

**Service Features**

- Support Cloud transformations through Agile business change management
- Establish parameters for change; rapid v. more measured approach
- Drive change with one team one, goal attitude
- Engagement with staff and creation of a collaborative approach
- Continuous review and application of learning
- Transforming employees into a “change engine”
- Enable staff with new skills and capabilities
- Short sharp sprints with frequent delivery of value
- Puts business value first
- Full enablement programme encouraging long term change

**Service Benefits**

- Value of experienced supplier/partner
- Remove blockers to organisational change
- Run change in multiple parallel phases
- Improve timescales to delivery
- Improve quality of output
- Develop a culture of continuous improvement
- Develop an atmosphere of higher team morale
- Increased cost control via sprint financial and output reviews
- Increased levels of communication, collaboration and feedback
2. Alpha

M4 are highly experienced in Alpha phase initiatives, taking the outputs from Discovery, building services, testing prototypes with users and demonstrating that the build is technically possible. Once Alpha has been completed we will highlight design issues, risks and associated costs that will inform a decision to move into Beta.

Service Features
- Tests the hypothesis from Discovery
- Adherence to GDS best practice guidelines
- In-depth knowledge of open standards
- Considered alignment to business strategy
- Focus on risks, dependencies and integration to wider services
- Experienced team capable of rapidly iterating solutions
- Iterative prototype development ensuring continuous improvement
- Timeboxed delivery, typically 8 weeks
- Focus on the end-user experience and usability
- Testing - user, business and technical needs

Service Benefits
- A clear understanding of what is required for Beta
- Iterative Agile development allowing incremental and rapid delivery
- Improved user experience
- Embeds new ways of working with use new technologies
- Encourages behavioural change to realise benefits
- Bespoke, flexible ways of working to meet your business needs
- Validation of requirements, technical feasibility and user needs
- Encouraging stakeholder buy-in employing visual design
- Provides the ability to estimate costs
3. Application Service Design and Implementation

M4 has been successfully engaged on cloud based Digital Services and transformation programmes across UK Public Sector. Tailoring our approach to match client needs whilst also adhering to government driven design priorities we strive to deliver economically advantageous, open source reusable solutions.

Service Features

- Adherence to GDS best practice guidelines
- Cloud solutions aligned to business strategy
- In-depth knowledge of open standards
- Experience in digital, open source, Cloud applications and services
- Focus on integration to wider services
- Experienced design and delivery teams deployed
- Iterative development ensuring continuous improvement
- Delivers re-usable components
- Focus on the end-user experience and usability

Service Benefits

- Experienced in Government standards and assessments
- Flexible and bespoke delivery approach
- Improved user service experience
- Innovative design, enabling organisations to leverage the latest technology
- Structured knowledge transfer process
- Create consistency and cohesion across services
- Testing - user, business and technical needs
- Agile implementation of cloud-based solutions
- Embeds new ways of working with use new technologies
4. AWS Platform and Integration Services

This service provides for guidance and assurance to deploy, transform, migrate to AWS Cloud Technology. M4 team members will assist with development of an A-Z integration/transformation model that importantly also addresses cultural change issues. Provides for the build of scalable and elastic IT enabled capabilities.

**Service Features**

- Accelerate delivery of ultimate business outcomes
- Enable innovation via continuous delivery of new service capabilities
- Optimise maximum agility
- Maximise benefits of increased functionality and security features
- Scalable, elastic solution
- Solid AWS platform design
- Experienced and knowledgeable DevOps, System Integration and Platform Architects
- Experienced assistance with Iaas, PaaS solutions selection
- Best in class Web Ops capabilities
- Strong focus on principles of Cloud Security

**Service Benefits**

- Efficient adoption and transition
- Realisation of material cost savings
- Higher level of business user satisfaction; distributed budget spend
- Provides for continuous delivery
- Provides for Agile development
- Provides for automated test and design
- Improve levels of virtualisation, standardisation and automation
- M4 drive cultural change increasing cloud adoption rates
5. Azure Platform and Integration Services

This service provides for guidance and assurance to deploy, transform, migrate to Microsoft Azure Cloud Technology. M4 team members will assist with development of an A-Z integration/transformation model that importantly also addresses cultural change issues. Provides for the build of scalable and elastic IT enabled capabilities.

Service Features

- Experienced and knowledgeable DevOps, System Integration and Platform Architects
- Best in class Web Ops capabilities
- Strong focus on principles of Cloud Security
- Provides for continuous delivery
- Experienced assistance with Iaas, PaaS solutions selection
- Provides for Agile development
- Scalable, elastic solution
- Enable innovation via continuous delivery of new service capabilities
- Provides for automated test and design
- Maximise benefits of increased functionality and security features

Service Benefits

- Realisation of material cost savings
- Accelerate delivery of ultimate business outcomes
- M4 drive cultural change increasing cloud adoption rates
- Higher level of business user satisfaction; distributed budget spend
- Improve levels of virtualisation, standardisation and automation
- Optimise maximum agility
- Efficient adoption and transition
- Solid Azure platform design
6. Beta

M4 are highly experienced in Beta phase initiatives, taking the outputs from Alpha, and ensuring that they meet Digital Service Standards and government accessibility requirements and pass service assessment. We specialise in delivering cost effective continuous Beta iterations that meet user needs and deliver value early and often.

**Service Features**

- Collaboratively plan/manage a Beta phase that builds on Alpha
- Adherence to GDS best practice guidelines
- In-depth knowledge of open standards
- Considered alignment to business strategy
- Focus on risks, dependencies and integration to wider services
- Experienced delivery teams deployed
- Iterative development ensuring continuous improvement
- Delivers re-usable components
- Focus on the end-user experience and usability
- Testing - automated, continual and quality assured

**Service Benefits**

- Experienced in Government standards and Beta assessments
- Refine services based on user needs
- Improved user service
- Embeds new ways of working with use new technologies
- Encourages behavioural change to realise benefits
- Delivers a digital service fit for Beta assessment
- Roadmap for a smooth transition to live service
- Agile implementation of cloud-based solutions
7. Business Analysis for Cloud Transition

Business Analysis is a vital part of Cloud transformation and migration, ensuring that user/operational needs are understood and factored into the design of robust digital services. M4’s Business Analysts bring significant strength through expertise. Our adaptive, partnership-based approach helps clients achieve Cloud transition goals faster.

Service Features

- Identification of and engagement with key stakeholders
- Facilitating workshops to elicit and confirm Cloud requirements with stakeholders
- Creation of user stories and backlog refinement
- Cost/benefit analysis on features and products
- Business Process Modelling and optimisation using industry standard techniques
- Identification of blockers and challenging where appropriate
- A variety of methodologies including Agile, DSDM, Kanban and PRINCE
- Experts in UK Government Cloud transition projects

Service Benefits

- Improved operational efficiency from effective process design
- Increased team productivity
- Better reflection of operational needs and blockers in service design
- Maximised return on investment through pro-active cost/benefit analysis
- Earlier realisation of Cloud transformation benefits
- Legacy integration for more effective transition to Cloud hosting model
8. Business and Systems Analysis

With the frequent and rapid change in hardware, software, and business procedures, M4’s Business and Systems Analysis team work with clients to enhance business performance. We assist with data analysis, cost/benefit analysis, systems review, and prioritisation of researched user needs geared towards aligning technology with business strategy.

**Service Features**

- Use Agile, Waterfall or Hybrid approach to deliver change
- Access to high-level Business Analysts that provide thought leadership
- Gathering of service, functional, non-functional, and business requirements
- Requirements Management and change control
- User needs, backlog prioritisation, and MVP analysis
- Translation of business objectives into effective technology solutions
- Documentation of contract and commercial requirements
- Business Process Modelling and design
- Proficient in gather Discovery outputs for Alpha

**Service Benefits**

- Follow the GDS Lifecycle, Standards and Manual
- Experience in delivering in complex, high performance operating environments
- Improved service quality
- Experienced in digital, Open Source, and Cloud applications and services
- Experienced in working collaboratively within multi-supplier teams
- Innovative cloud solutions designed and assured
- Advanced functionality and service quality
- Reduced costs
- Enablement - Transition of knowledge and skills to staff
9. Business Resilience for Cloud Services

M4 has real world experience planning resilient multi-vendor cloud/hybrid Government services ensuring Business Continuity, merging legacy systems with new cloud services, anticipating potential failure scenarios and providing cost effective solutions. Our expertise includes resilience strategy, business continuity planning, cyber-security, business impact risk analysis, testing, training, incident management and regulations/standards alignment.

Service Features

- Understanding the criticality and practicality of Cloud provided Public Services
- Providing a structured approach to a Gap Assessment
- Using Business impact and Risk Analysis covering all solution elements
- Focus on Cloud/legacy services: infrastructure, platforms, software, suppliers
- Targeted training and awareness for critical people and teams
- Business continuity, crisis and incident management, disaster recovery, cyber resilience
- Resilience governance and associated policies, standards and controls
- Integration of Cloud/legacy services within Government and supplier resilience programmes
- Providing the tools to handle a major incident

Service Benefits

- Resilience focused on Cloud services able to support critical priorities
- Clarity of resilience requirements against industry best practice
- Ensure critical technology, suppliers, people, processes and premises are resilient
- Resilience across infrastructure, platforms, software, suppliers
- Develop, implement, manage and continually improve resilience frameworks
- Governance to preserve the reputation of delivery organisations
- Ensuring RTO and RPO objectives are met following an incident
- Ensuring legacy considerations as part of the wider picture
10. Cloud Architecture Design Service

Through M4’s approach to cloud architecture design, our team of highly experienced architects will assess your workload and application needs to choose the right cloud platform and design. Experienced in developing and co-ordinating cloud architecture and design across a variety of disparate areas we focus on collaborative/informed solutions delivery.

**Service Features**

- Evaluate cloud architecture design requirements via workshops and facilitated sessions
- Delivery of a risk managed architecture roadmap
- Ensure cloud architecture design through testing and proof of concept
- Tailor cloud architecture design solutions specifically to meet your requirements
- Analysis of business/technical goals as well as underlying road map
- On demand advice for storage requirements, database sizing, shredded storage
- Generate solid, pragmatic delivery plans

**Service Benefits**

- High calibre experienced team offering informed cloud architecture design solutions
- Reduce the risk of a poorly planned migration
- Ongoing post design support
- Optimises Cloud architecture to create secure platform for digital services
- Bolster existing team with experienced M4 Cloud Architects
- We will help you think “adaption” and “elasticity”
11. Cloud based Target Operating Model Design

User demand is challenging organisations to rethink digitally-driven growth strategies; M4’s service is designed to leverage Cloud based potential and meet those challenges. Extracting synergies and improving performance at both technology and financial levels, our service assists you to redefine your TOM and deliver positive outcomes in a digital world.

**Service Features**

- Review and analysis of existing organisational operating models
- Design of an effective Target Operating Models that leverages Cloud
- Creation of a risk, issue and opportunity matrix
- Transition roadmap
- Defines organisation strategies that leverage cloud technologies
- Business case development
- Technology sourcing strategy
- Specialist knowledge of commoditised cloud services
- Scalable

**Service Benefits**

- Identification of issues and opportunities for optimisation and improvement
- Vision of organisation defined and communicated to stakeholders
- Defines the roles, skills and staff required
- Manage and reduce complexity
- Increased operational efficiency and operating model performance improvement
- Innovative design, enabling organisations to leverage the latest technology
- Improved business design delivering efficient services
- Enablement - skills and knowledge transfer
- Utilises best practice with design specific to your business
12. Cloud Build and Delivery Service

M4 assess user needs and your current state IT. We are hugely familiar with delivery of new and transformational builds for services, migrating from traditional on-prem to scalable, secure, Cloud transportable applications. We are equally comfortable building new applications leveraging end to end performance tools and Cloud Vendor performance enhancements.

**Service Features**

- Proven value for money, benefits first MVP, iterative delivery
- Experienced teams delivering across Government to Digital Service Standards
- Reusing open source, open standards compliant to reduce delivery time
- Fully supported delivery teams to individual integration in existing multi-Vendor
- Full stakeholder engagement and user needs based milestone delivery governance
- Experienced in enablement of available vendor cloud optimisation solutions
- Engaged in government development communities enabling sharing/transfer knowledge and innovation
- Experienced in leveraging Gov.UK common tools and shared infrastructure
- Reuse, and adapt existing patterns and Cloud Infrastructure optimising delivery

**Service Benefits**

- Delivers scalable, reusable, open-source, portable applications
- Reusing code optimising delivery timescales and removing duplication of effort
- Experienced developers matched to Architects skills and deliverables
- Delivery supported by internal community of Architects and thought leaders
- User needs first approach to delivering early MVP, minimising cost
- Skilled in transforming and reusing existing infrastructure to support delivery
13. Cloud Business Process Analytics

M4’s Cloud Business Process Analytics Service designs, documents, analyses and optimises business processes relying upon our in depth Business Process Analysis and Business Process Re-Engineering experience to deliver cost efficiencies and improved performance levels through the exploitation of ever evolving cloud technology.

Service Features

- Identifies opportunities for simplifying processes through thorough review
- Stakeholder and supplier identification and management
- Translates strategy into process improvement
- Evaluates process use, efficiency and cost reference
- Establishes a model for continuous improvement
- Gathering of process insights, and identification of critical steps
- Integrates opportunities for Cloud technology
- Delivery approach that adapts to your needs
- Programme & Change Management Support

Service Benefits

- Processes exploiting Cloud technology in line with Government strategy
- Agile implementation of Business Process Improvement
- Faster time to deliver Cloud based process improvements
- Reduced operating costs
- Increases operational efficiency
- Departmental view of efficiencies and impact changes
- Improved quality of service
- Aligns core business processes with organisational goals
- Enablement – knowledge and skills transfer
14. Cloud Migration, Replication and Integration

M4 provide a Cloud migration service for data, applications and services which insist that maximum benefits are obtained from such an activity. This includes replication in alternative Clouds to provide multi Cloud deployment and operational hosting scenarios to provide HA, DR and work load hosting options.

Service Features

- Multiple Cloud service management integration solutions
- Migration and replication candidate identification, planning and roadmap development
- Specialists in AWS and Azure migration and service replication
- Data cleaning and transformation
- Application and service transformation
- Utilisation of Cloud communities and utilities and services in
- Multiple Cloud deployment technical and operational analysis
- Cloud optimisation service
- IaaS, PaaS and SaaS integration, migration and replication service
- Hybrid development, system and service integration and governance

Service Benefits

- Reduced vendor lock in
- Reduced operational costs
- Reduced migration and replication costs
- Greater control
- Greater benefits realisation
- Improved service quality
- Increases flexibility
- Improved delivery using a variety of methodologies
- GDS technology Code of Practice and Cloud First Strategy knowledge
- Smooth transition and adoption
15. Cloud Readiness Assessment

Experts in Collaborative working across Government, delivering strategic support to clients, assessing organisational and technical capability, identifying key risks/weaknesses in current/proposed designs, suitability of applications and workloads for transition and transformation, redesigning around potential points of failure. Proposing solutions and supporting delivery of scalable repeatable tried and tested solutions.

Service Features

- Assessment and remediation of all infrastructure, networks, security, Cloud capabilities
- Delivery of full transitional roadmaps with key agreed milestones
- Identification of key dependencies and possible orphan services
- Alignment of Cloud Transition Strategy to client TOM
- Thought leadership delivering path to Cloud and vendor exit planning
- Delivering solutions in line with Government Digital Service Standards
- Integrate, adapt new and old services to scalable Cloud solutions
- Experts in assessing impact on business of architectural change
- Minimise disruption of service, enhance user experience and remove cost
- Identify risk and cost benefits in leveraging transition for transformation

Service Benefits

- Enablement of client existing teams assessing technical and operational capability
- Examine and support recommendations for reuse, redesign or replace
- Commercially aware technical team assess readiness supporting decision making
- Minimise impact to live service, minimise change fatigue, retain resilience
- Scalable, reusable solutions minimise time to deliver, using established methodologies
- Highly experienced team with wide public and private sector exposure
- Experienced in delivering Vendor independent Transition and Transformation
- Upskilling client teams, supporting development and leadership skills
- Strategic support where required, experienced critical friend in vendor negotiations
16. Cloud Services Development and Support

M4 provides planning and delivery services for digital Cloud applications focused on user needs. We also provide architecture, DevOps and WebOps services to supplement the development capabilities. We utilise standards and use Open Source software, development frameworks and tools hosted in the Cloud.

**Service Features**

- Digital development and Cloud transition
- Delivery via various industry standard methodologies
- Digital delivery and development through Open Source tools and software
- Operate within Prince2, TOGAF and SAFe
- Continuous integration services
- Follow the GDS Digital Service Manual, standards and lifecycle
- Provide DevOps, WebOps live operations and support services
- Replacement and transition from legacy systems, services and applications
- Commercial transition and exit from vendors, suppliers, incumbent

**Service Benefits**

- Rapid delivery of Cloud based digital platforms
- Reduced costs and increased flexibility through Open Source and Cloud
- Integration with GOV.UK website for digital transaction
- Integration with key legacy applications
- Enablement
- Reduced costs
- Java,.Net, SQL, JSON, Web Services
- Increase value and lifespan of legacy through Cloud integration
17. Cloud Systems Engineering Service

M4 provide Cloud Systems Engineering services spanning the entire digital spectrum. Our experienced teams of digital technology experts provide a full portfolio of services from cloud strategy, readiness evaluation and roadmap creation through to end-to-end cloud engineering and seamless deployment and post go-live support.

Service Features
- Define cloud strategy
- Cloud readiness evaluation
- Roadmap creation
- End-to-end cloud engineering including development and testing
- Migration of existing applications and systems onto cloud infrastructure
- Secure integration to all existing and third-party systems
- Microservices architecture and application development and integration
- Seamless deployment and real-time support
- Requirements engineering and analysis, lifecycle design, tailoring and reviews
- Suitable to deploy to public, private or hybrid virtualised environments

Service Benefits
- Bespoke, flexible ways of working to meet your needs
- Aligned with GDS Service Design Manual
- Integrated approach leads to improved outcomes
- Integrates into existing suppliers and tower delivery models
- Provides flexible outcomes to digital projects
- Manage and reduce system complexity
- Experts in Cloud platforms
- Reduced operational costs
- Enablement - skills and knowledge transfer
18. Coaching and Enablement Services

Core to our cloud transformation offerings are our coaching and enablement services. These services are tailored to define specific enablement plans that target a solid time boxed transfer of knowledge. A successful M4 enablement plan will deliver value and continuous improvement beyond our agreed exit date.

**Service Features**

- Documentation of activities to act as support and training guides
- Coaching aligned with GDS standards
- Creation of a bespoke skills matrix
- Identify gaps in knowledge and skills
- Pair and reverse shadowing

**Service Benefits**

- Knowledge transfer
- Achieve full enablement
- Agile coaching
- Motivate and innovate team members via enablement
- Ad hoc assistance available
19. Data Architecture, Analysis and Cloud Design Service

M4 can deliver information and data architecture, analysis and Cloud design. We define Cloud requirements and develop strategy and design to implement industry standard Cloud services. Our service provides an enterprise wide roadmap with the ultimate goal of delivering a well planned, careful and deliberate solution.

Service Features

- Client consultation and assessment of Cloud architectural approaches
- Cloud architecture strategy, roadmaps and migration planning
- Specialists in AWS and Azure Migration
- Cloud and Data Centre optimisation and migration
- Data, application and service migration to Cloud SaaS offerings
- Make data governance a priority
- Multiple Cloud deployment technical and operational analysis
- IaaS, PaaS and SaaS integration, migration and replication service
- Define which data is most valuable and why

Service Benefits

- Reduced operational costs
- Reduced migration costs
- Service accountability
- Flexible and scalable approach
- Improved service quality
- GDS Technology Code of Practice and Cloud First Strategy knowledge
- Managed service delivery
- Specialised knowledge transfer
20. Data Cleaning, Mapping and Cloud Migration

M4 provide a migration service for data, applications and services which includes ensuring that maximum benefits are obtained from such an activity. Pre-migration analysis is conducted to identify the potential value areas and benefits that can be derived during the migration process, which in turn maximises the value obtained.

**Service Features**

- Migration candidate identification, strategy, planning and roadmap development
- Business service and technical solution delivery
- Specialists in AWS and Azure Migration
- Data cleaning and transformation
- Cloud and Data Centre optimisation and migration
- General purpose office application migration to Cloud SaaS
- Hybrid deployments of general purpose office applications
- Specialists in Google Apps and Microsoft Office 365 migrations
- Data, Application and service migration to SaaS offerings
- Bespoke application transformation and migration

**Service Benefits**

- Reduced operational costs
- Reduced migration costs
- Exploratory service prior to design and implementation
- Greater benefits realisation
- Improved service quality
- Increased flexibility
- Focus on user needs
- Improved delivery using a variety of methodologies
- GDS Technology Code of Practice and Cloud First Strategy knowledge
- Smooth transition
21. DevOps Services

Experienced service line providing clients with a pragmatic approach to establishing DevOps capabilities in organisations and offering improvement within technology and automation. M4’s service provision covers deployment process automation, continuous integration, test automation, continuous delivery. We are flexible in our approach and our solutions adhere to government defined best practice.

**Service Features**

- Minimum disruption from development through release
- Maximise use of continuous delivery
- Agnostic provider of cloud services and technology
- Development of delivery focused environment
- Automation of deployment processes
- Test automation
- Introduction of cross functional teams and increased levels of automation
- Continuous monitoring

**Service Benefits**

- Track record of public sector service provision
- Supports test data management
- Highly automated security testing
- Deploy code more frequently and get into production faster
- Version control for all product artifacts
- Create scalable test environments that match production
- Eradicate big risk release; develop, test, deploy via manageable microservices
22. Digital Print Services – Cloud Platform Enablement

M4 ensure that hardware solutions and user requirements are assimilated into your infrastructure design. Understanding the potential for Cloud based infrastructure, we produce scenario mapping for various environments and ensure alignment with other aspects such as Security & Identity standards, core user requirements and Service Deployment plans.

Service Features
- Managed Print Services
- Print Infrastructure, network design and implementation
- Infrastructure as a Service
- Digital Print Application and Software integration
- User analytics
- Scanning and digital workflow enablement
- Authentication and follow your print solutions
- Single user interface and experience
- Automation of software and policy updates
- Security assurance and ease of software/service maintenance

Service Benefits
- Value for money through print on demand & BYOD
- Flexible service provision
- Reduced risk and security assurance
- User based design and experience
- Convenience, eliminate drivers, cables, software variance
- Reduced cost to install and maintain servers
- Sustainability through print on demand
- Software update automation
- Simplicity through cloud based single solution
23. Digital Print Services – Evaluation and Assessment

As a pre-requisite to a successful cloud deployment M4 run an evaluation and assessment period where all data relating to assets, locations, volumes, applications and user counts is gathered either via our on-line visualisation software that scans networks to collect the pertinent information or alternatively via physical audit if necessary.

Service Features

- Assessment of assets, volumetric, locations
- Analysis of user requirements
- Current state design
- Future state design
- Detailed multi site design for Business Case approval
- TCO and benefit realisation
- Scenario modelling cost V convenience V functionality
- Floor mapping and what if planning
- Tailored specialist print requirements
- Software application design

Service Benefits

- Flexible project teams with no additional overheads
- Agile roll on and role off expertise as required
- Low cost access and design service
- Obligation fee
- Accelerated expert understanding of CMO and TCO
- Vendor agnostic assistance offering neutral review
- Speed and avoidance of extended procurement cycle
- Future proofing and extensible platform
- Detailed report for sourcing approach and strategy

As a pre-requisite to a successful cloud deployment M4 run an evaluation and assessment period where all data relating to assets, locations, volumes, applications and user counts is gathered either via our on-line visualisation software that scans networks to collect the pertinent information or alternatively via physical audit if necessary.
24. Digital Print Services – Implementation Enablement

Our end point cloud transformation solution design reflects the security, network and user environment as well as specific tailored requirements. M4 not only design the print solution and/or the related infrastructure (hosting, network,) but assist in the project implementation with PMO services.

Service Features

- Program and project management
- Stakeholder engagement
- Change management
- Governance, risk management and implementation milestone planning
- Transition and roll out management
- User training and education
- Vendor and client management and integrated PMO
- Multi-discipline integration of IT, Facilities, Vendor and User requirements
- Project phasing and benefit realisation
- POC and pre release management

Service Benefits

- Cost effective roll out
- Effective change management
- Risk assurance
- Project phasing and benefit realisation
- Access to subject expertise
- Clear stakeholder engagement
- Single source of program management
- Adherence to time, budget and requirements
- Integrated planning
25. Digital Print Services

M4 deliver Cloud based infrastructure services for print. Providing expertise to deploy cloud based infrastructure, M4 specialise in transforming on premise hosted solutions to cloud based print queue and server management solutions by aligning print and hosted/virtual infrastructure, leading to increased efficiencies and measurable cost benefits.

Service Features
- Infrastructure as a service
- Consumption based Cloud Services
- In-depth knowledge of open and GDS standards
- Alignment to digital business strategy e.g. Hubs, Cloud
- Focus on risks, dependencies and integration to wider services
- Experienced team capable of rapid deployment
- Iterative prototype development ensuring continuous improvement
- Expertise in all common OEM and Software vendor solutions
- Focus on the User Centric Design
- Testing - user, business and technical needs

Service Benefits
- A clear understanding of what is required for Discovery/Beta
- Iterative Agile development allowing incremental and rapid delivery
- Improved user experience
- Embeds new ways of working with use of new technologies
- Encourages behavioural change to realise benefits
- Bespoke, flexible ways of working to meet your business needs
- Validation of requirements, technical feasibility and user needs
- Encouraging stakeholder buy-in employing visual design
- Provides the ability to estimate costs
- Improved cost efficiencies
26. Digital Print Services – Strategic Sourcing

Experts in cloud enablement and strategic sourcing, M4 utilise material gathered during the assessment phase to create artefacts and insights to drive a tender/procurement process. Targeting increased efficiencies and full economic benefit we assist with brief creation, scope parameters, expectations, and data/financial criteria, to ensure integrity of vendor selection.

**Service Features**

- RFP preparation
- Print policy design (business requirements)
- User interface and experience design (user requirements)
- Specification and scope of device layer
- Specification and scope of software layer
- Specification and scope of infrastructure layer
- SLA and strategic relationship and supplier management design
- Assessment and success criteria design and evaluation
- Tender review, down selection and selection process expertise
- Contract and commercial expertise

**Service Benefits**

- Level playing field
- Best market selection (execution and innovation)
- Best value selection
- Clarity of scope, approach and selection requirements
- Detailed design to minimise scope and project creep
- Benefit realisation
- Implementation risk reduction
- Clarity of SLA’s, commercial approach, charging mechanism
- Clarity of cost levers and future transformation opportunities
27. Digital Transformation Service

The complexity of digital transformation demands a strong digital capability and an Agile data driven culture, if you are to capture the value of a successful programme. M4 offers a mature and experienced digital transformation service designed to focus on benefits-realisation and accelerate the speed of your delivery.

**Service Features**
- Review of your technology, digital, business and delivery environment
- Quickly identify transformation objectives
- Gap analysis
- Review existing and emerging Cloud technologies and align to objectives
- Transform business processes and align to strategic projects
- Improve user experience
- Identify new digital opportunities
- Complete managed service delivered in an Agile manner

**Service Benefits**
- Increase benefits realisation through translation of business needs
- Rapid delivery of Cloud based digital platforms
- Increase value and lifespan of legacy through Cloud integration
- Knowledge transfer to internal staff
- M4 drive cultural change increasing cloud adoption rates
- GDS technology Code of Practice and Cloud First Strategy knowledge
- Focus on user needs
- Collaborative approach
- Increases reuse and consolidation of IT assets and infrastructure
28. Discovery

M4’s Discovery service allows organisations to kick-start projects by gaining a thorough understanding of existing services and user needs. Through Discovery we collaborate with clients to understand their challenges and then assist to define approaches and solutions. Our service definition focuses upon user needs, pre-deployed technology and budgetary constraints.

**Service Features**
- Review of current IT operations and processes
- Independent review of budgets and timescales
- Independent review of market data and business trends
- Document user needs via thorough research
- Task analysis
- Analysis of existing technical systems, capabilities and environment
- Direct consultation with any existing services providers
- Validate qualitative and quantitative evidence
- Understand pre-existing constraints
- Timeboxed delivery, typically 4 – 12 weeks

**Service Benefits**
- Refine goals and strategy
- Validate your need for a new digital service
- Stakeholder engagement
- Efficiently run and conducted workshops and interviews
- Commercially aware teams always looking for economically advantageous solutions
- Better results through collaborative approach
- Improved levels of project delivery
- No preconceived ideas about Alpha necessity
- Prepare for Alpha with a clear scope of the service
29. Exit & Transition - Business Transformation Support

Supporting businesses going through major change, creating new Target Operating Model (TOM) and designing organisational strategies to cope with digital transformation of legacy services and vendor engagement, our team deliver enablement to your organisation to handle the impact of exiting legacy contracts and deliver efficient Cloud based transformed services.

**Service Features**

- Highly experienced team delivering early wins and cost savings
- Fast and efficient, tried, tested GDS aligned methodologies
- Providing a structured, prioritised approach to Gap Analysis
- Business impact and practical Risk Analysis covering all solution elements
- Focus on practical aspects of framework alignment, policies, governance approvals
- Aligned to Crown Commercial services approval processes and IPA governance
- Real world expertise in delivering to central government guidance
- Understanding the criticality and practicality of Cloud provided Public Services encompassing User needs, early delivery, TUPE impact, continuity of service
- Track record of delivering technology service transition across Government

**Service Benefits**

- Ensuring continuity of critical technology, suppliers, people, processes.
- Highly experienced team with real world experience to achieve success
- Our teams are all experienced Agile professionals focused on delivery
- Clarity of resilience requirements to meet best practice standards compliance
- Ensuring legacy service continuity during supplier exit and transition
- Targeted training and awareness for critical people and teams
- Supporting Crown Commercial approval processes
- Experience in delivering in complex, high performance operating environments
- Managing exiting and Onboarding of vendors to meet business needs
- Enablement - Transition of knowledge and skills to staff
30. Exit & Transition – Internet Service Migration & Cloud Readiness Security Assessment

Assessing Security compliance to multiple standards in support of readiness for business move to "Cloud First IT". Assessing all aspects of your organisations alignment to the NCSC and central Government recommended Security frameworks, reporting overlaps and misalignments in readiness and preparing a prioritised action plan supporting secure migration to Cloud.

Service Features

- Utilising our Security assessment tooling to deliver consistent results
- Fast and efficient, tried and tested methodology
- Providing a structured, prioritised approach to a Gap Analysis
- Using Business impact and Risk Analysis covering all solution elements
- Focus on practical aspects of framework alignment, policies, technical capability
- Integration of Cloud/legacy services within Government and supplier resilience programmes
- Automated reporting system to map compliance across multiple standards
- Understanding the criticality and practicality of Cloud provided Public Services
- Encompassing User needs, backlog prioritisation and MVP analysis
- Access to high level Business Analysts that provide thought leadership

Service Benefits

- Ensure critical technology, suppliers, people, processes and premises are compliant
- Provides real world experience based priority backlog to achieve compliance
- Utilises highly experienced professional analysts supported by our unique methodology
- Clarity of resilience requirements to meet best practice standards compliance
- Ensuring legacy considerations as part of the wider compliance picture
- Targeted training and awareness for critical people and teams
- Supporting introduction of policies to deliver compliance to multiple standards
- Experience in delivering in complex, high performance operating environments
- Follow the GDS Lifecycle, Standards and Manual
- Enablement - Transition of knowledge and skills to staff
31. Exit & Transition – Migration of Services from Private and PSN Networks to Internet & Cloud

Supporting secure migration of services to Internet and cloud from PSN, and other private networks. Ensuring compliance with security best practice and encompassing cost benefit analysis of practical solutions, prioritisation of MVP meeting User needs, utilising design expertise and migration support from our highly experienced technical and business team.

Service Features
- Highly experienced team delivering early wins and cost savings
- Fast and efficient, tried and tested methodologies and designs
- Providing a structured, prioritised approach to a Gap Analysis
- Using Business impact and Risk Analysis covering all solution elements
- Focus on practical aspects of framework alignment, policies, technical capability
- Integration of Cloud/legacy services within Government and supplier resilience programmes
- Real world expertise in delivering to central government guidance
- Understanding the criticality and practicality of Cloud provided Public Services
- Encompassing User needs, backlog prioritisation and MVP analysis
- Access to high level Business Analysts that provide thought leadership

Service Benefits
- Ensure critical technology, suppliers, people, processes and premises are secure
- Provides real world experience based priority backlog to achieve compliance
- Utilises highly experienced Agile professionals focused on delivery
- Clarity of resilience requirements to meet best practice standards compliance
- Ensuring legacy considerations as part of the wider compliance picture
- Targeted training and awareness for critical people and teams
- Supporting introduction of policies to deliver compliance to multiple standards
- Experience in delivering in complex, high performance operating environments
- Follow the GDS Lifecycle, Standards and Manual Enablement - Transition of knowledge and skills to staff
32. Exit & Transition – Procurement Lifecycle Support Planning for Legacy to Cloud Migration

Providing support to organisations transitioning from large expiring legacy contracts to Cloud and smaller Agile contracts. Our team are highly experienced delivering Board level and deep technical support to organisations assessing their capability to own their own future IT service contracts, exiting monolithic contracts and empowering internal ownership capability.

**Service Features**

- Highly experienced team delivering early wins and cost savings
- Fast and efficient, tried, tested GDS aligned methodologies and designs
- Providing a structured, prioritised approach to Gap Analysis
- Business impact and Risk Analysis covering all solution elements
- Focus on practical aspects of framework alignment, policies, technical capability
- Integration of Cloud/legacy services within Government and supplier resilience programmes
- Real world expertise in delivering to central government guidance
- Understanding the criticality and practicality of Cloud provided Public Services
- Encompassing User needs, early delivery, backlog prioritisation and MVP analysis
- Access to high level Business Analysts to provide thought leadership

**Service Benefits**

- Ensure critical technology, suppliers, people, processes and premises are secure
- Provides real world experience based priority backlog to achieve compliance
- Utilises highly experienced Agile professionals focused on delivery
- Clarity of resilience requirements to meet best practice standards compliance
- Ensuring legacy considerations as part of the wider compliance picture
- Targeted training and awareness for critical people and teams
- Supporting introduction of policies to deliver compliance to multiple standards
- Experience in delivering in complex, high performance operating environments
- Follow the GDS Lifecycle, Standards and Manual
- Enablement - Transition of knowledge and skills to staff
33. Exit & Transition – Security Framework Alignment Assessment & Support

Assessing Security compliance to multiple standards in support of readiness for business move to "Cloud First IT". Assessing all aspects of your organisations alignment to the NCSC and central Government recommended Security frameworks, reporting overlaps and misalignments in readiness and preparing a prioritised action plan supporting secure migration to Cloud.

**Service Features**

- Utilising our Security assessment tooling to deliver consistent results
- Fast and efficient, tried and tested methodology
- Providing a structured, prioritised approach to a Gap Analysis
- Using Business impact and Risk Analysis covering all solution elements
- Focus on practical aspects of framework alignment, policies, technical capability
- Integration of Cloud/legacy services within Government and supplier resilience programmes
- Automated reporting system to map compliance across multiple standards
- Understanding the criticality and practicality of Cloud provided Public Services
- Encompassing User needs, backlog prioritisation and MVP analysis
- Access to high level Business Analysts that provide thought leadership

**Service Benefits**

- Ensure critical technology, suppliers, people, processes and premises are compliant
- Provides real world experience based priority backlog to achieve compliance
- Access to highly experienced CISSP certified team members
- Clarity of resilience requirements to meet best practice standards compliance
- Ensuring legacy considerations as part of the wider compliance picture
- Targeted training and awareness for critical people and teams
- Supporting introduction of policies to deliver compliance to multiple standards
- Experience in delivering in complex, high performance operating environments
- Follow the GDS Lifecycle, Standards and Manual
- Enablement - Transition of knowledge and skills to staff
34. Exit & Transition – Vendor Exit & Client Service Transition Support

Our highly experienced Vendor agnostic team deliver Client enablement, and Intelligent Client services supplementing your in house skills to ensure the smooth transition of services from incumbent and legacy suppliers to Cloud. Working with and to Crown Commercial guidelines we provide both technical and commercially aware support and thought leadership.

**Service Features**

- Highly experienced team delivering early wins and cost savings
- Fast and efficient, tried, tested GDS aligned methodologies
- Providing a structured, prioritised approach to Gap Analysis
- Business impact and practical Risk Analysis covering all solution elements
- Focus on practical aspects of framework alignment, policies, governance approvals
- Aligned to Crown Commercial services approval processes and IPA governance
- Real world expertise in delivering to central government guidance
- Understanding the criticality and practicality of Cloud provided Public Services
- encompassing User needs, early delivery, backlog prioritisation and MVP analysis
- Track record of delivering technology service transition across Government

**Service Benefits**

- Ensuring continuity of critical technology, suppliers, people, processes.
- Highly experienced team with real world experience to achieve success
- Our teams are all experienced Agile professionals focused on delivery
- Clarity of resilience requirements to meet best practice standards compliance
- Ensuring legacy service continuity during supplier exit and transition
- Targeted training and awareness for critical people and teams
- Supporting Crown Commercial approval processes
- Experience in delivering in complex, high performance operating environments
- Managing exiting and Onboarding of vendors to meet business needs
- Enablement - Transition of knowledge and skills to staff
35. Exit from GCF Core Services

The M4 team holds all the current, hands-on technical and strategic skills necessary to support the transformational journey away from Vodafone’s GCF Core Services. This service will de-risk the transition from legacy systems to new solutions for DNS, E-mail relay and NTP; recognising that “The internet is ok”.

Service Features

- Highly experienced agile team focused on delivery
- Fast and efficient, tried and tested methodologies and designs
- Real time expertise in GCF Exit from all Core Services
- Deep strategic and technical knowledge of the underlying components
- Real world expertise formulating GDS guidance related to GCF Exit
- Focus on practical aspects of framework alignment, policies, technical capability
- Expertise in applying NCSC Cloud security principles

Service Benefits

- Supporting Central and Local Government
- Supporting introduction of policies to deliver compliance to multiple standards
- Experienced team delivering early wins and measurable cost savings
- Use of Business Impact and Risk Analysis covering all solution elements
- Full compliance with GDS advice and guidance
- Full compliance with Cabinet Office policies
- Full compliance with NCSC advice and guidance
36. Exit from Legacy Core Services

The M4 team holds all the current, hands-on technical and strategic skills necessary to support the transformational journey away from legacy Core Services. This service will de-risk the transition from legacy systems to new solutions for Networks, Server Infrastructure, DNS, E-mail relay and NTP; recognising that “The internet is ok”.

Service Features

- Highly experienced agile team focused on delivery
- Fast and efficient, tried and tested methodologies and designs
- Real time expertise in exit from all Core Services
- Deep strategic and technical knowledge of the underlying components
- Real world expertise formulating GDS guidance
- Focus on practical aspects of framework alignment, policies, technical capability
- Expertise in applying NCSC Cloud security principles

Service Benefits

- Supporting Central and Local Government
- Supporting introduction of policies to deliver compliance to multiple standards
- Experienced team delivering early wins and measurable cost savings
- Use of Business Impact and Risk Analysis covering all solution elements
- Full compliance with GDS advice and guidance
- Full compliance with Cabinet Office policies
- Full compliance with NCSC advice and guidance
37. Google Cloud Integration

This service provides for guidance and assurance to deploy, transform, migrate to Google Cloud Technology. M4 team members will assist with development of an A-Z integration/transformation model that importantly also addresses cultural change issues. Provides for the build of scalable and elastic IT enabled capabilities.

Service Features

- Experienced and knowledgeable DevOps, System Integration and Platform Architects
- Best in class Web Ops capabilities
- Strong focus on principles of Cloud Security
- Provides for continuous delivery
- Experienced assistance with IaaS, PaaS & BaaS solutions selection
- Provides for Agile development
- Scalable, elastic solution
- Enable innovation via continuous delivery of new service capabilities
- Provides for automated test and design
- Maximise benefits of increased functionality and security features

Service Benefits

- Realisation of material cost savings
- Accelerate delivery of ultimate business outcomes
- M4 drive cultural change increasing cloud adoption rates
- Higher level of business user satisfaction; distributed budget spend
- Improve levels of virtualisation, standardisation and automation
- Optimise maximum agility
- Efficient adoption and transition
- Solid Google platform design
38. Identity Assurance and Access Management

M4’s Identity Assurance and Access Management (IdAM) service addresses the security discipline that offers authorised individuals access rights to information across increasingly complex technology environments. With identity and access policies becoming ever more crucial M4’s experienced team assist with the design and adoption of IDaaS and cloud IdAM solutions.

**Service Features**

- Expert knowledge of meeting security standards and tooling
- Identification and analysis of business processes with an IdAM requirement
- Identification and analysis of business processes with bespoke Identity requirements
- Identification of business process utilising GOV.UK Verify
- Identification of the most appropriate Access Management products and tools
- Full identity lifecycle management
- Identity and access policies and solutions for your cloud infrastructure
- Flexible authentication methods
- IdAM strategy and implementation aligned to latest Government policy

**Service Benefits**

- Clarification of Identity Assurance & Access Management needs
- Implement cost-effective and efficient risk management
- Define and implement identity policy in line with Government standards
- Design a bespoke, appropriate identity and access strategy
- Establish policies for privileged accounts
- One, two or three factor authentication
- Ensuring access is both convenient and secure
- Establishing confidence in customer privacy and data security
- Designs incorporating your users in mind, focused on speed and accuracy
39. IT and Cloud Transformation Assessment and Capability

M4 provide Procurement, Integration and Cloud Migration expertise. All of our team members have a wealth of experience, within public and private sector, with cross functional/industry expertise to support internal resources delivering assessments and enhancing capability to inform and transform Cloud Transitional and Target Operating Models.

Service Features

- Collaborative assessment of capability to deliver future Cloud business needs
- Enhancement of internal capability to transform to GDS practices
- Provide project cost and benefits estimation, and delivery planning
- Provide Cloud relevant Enterprise, Data, Solution, Technical Architecture capability planning
- Align solutions capability to GDS Cloud design standards and manual
- Deliver service transition capability from legacy data centre to Cloud
- Deliver capability across Cloud, Digital, ERP and legacy transformations
- Provide reviews and audits across your IT landscape
- Provide follow up development, prototyping, testing, skills transfer, management enablement

Service Benefits

- Improve communication and planning, translate business needs to technical plans
- Reduces costs and delivery timelines identifies benefits fiscal and technical
- Using technological change to maintain and deliver improved secure services
- Alignment to GDS Technology Code of Practice
- Increases reuse and consolidation of IT assets and infrastructure
- Implementing Government Cloud security principles on legacy and transitional environments
- Deliver secure hybrid solutions and roadmap to full cloud migration
- Focus on maintaining and increasing system security through transition
- Collaborative enablement, knowledge sharing and skills transfer to internal staff
- Enable migration from old legacy systems to cloud enabled services
40. IT Enabled Business Transformation

Employing a collaborative approach via stakeholder engagement, delivery of quick wins, documented transformation planning and enablement programmes designed to support new ways of working, M4 team members have a wealth of experience in delivering positive outcomes to Cloud based Change Management programmes.

Service Features

- Manages transformation with different technologies in different environments
- Employs various, industry standard methodologies and hybrid approaches
- Embeds cultural and behavioural change within organisations
- Provides a consistent and coherent approach to transformation
- Custom transformation aligned to overall organisational strategy and goals
- Transformation assessment of people and process
- Identify further opportunities for digital transformation
- Realise and unlock the benefits of digital technology investment
- Digital service mapping
- End to end business transformation

Service Benefits

- Stakeholder engagement and management across the organisation
- Seamless transition
- Embeds new ways of working with use new technologies
- Encourages behavioural change to realise benefits
- Improved structure and operating model
- Services aligned to user needs
- Bespoke, flexible ways of working to meet your needs
- Manage and reduce complexity
- Enablement - skills and knowledge transfer
- Enables greater workforce efficiency
41. IT Strategy and Architecture

Providing end to end support, from collaborative thought leadership in the boardroom, defining IT roadmaps, leveraging our knowledge of the supply chain as a critical friend in negotiations. Delivering high and low level tried and tested architectural designs aligned to real world needs and meeting the technology code of practice.

**Service Features**

- Leveraging wide hybrid skill set in Prince, Agile, TOGAF, ITIL
- Public/private partnership strategic technical and commercial and legal support expertise
- HMG aligned Skilled Auditors of existing and future multi-supplier landscape
- Multi-disciplinary teams, highly skilled in commercial/technical negotiations and design
- Proven iterative delivery methods forming detailed roadmaps from outline strategies
- Proven technical architecture models, MVP driven cost benefit based delivery
- Detailed Operating Model delivery meeting Government TOM guidance
- TUPE aware commercial, strategic technical support during transition and transformation
- Stakeholder engagement at all levels from CIO to vendor architect
- Follows UK Government Technology Code of Practice and Transformation Strategy

**Service Benefits**

- Identify and leverage existing skills, uplifting and supporting collaboratively
- Supplier neutral, well versed in negotiations
- GDS, IPA, UK, Scots Government experience large and small agencies
- Contributors to Government Technology Code of Practice
- Innovators of cost benefit based transformational transitional change
- Catalyst to innovation, finding solutions
- Deliver Government aligned, proven high and low level architecture designs
- Re-engineering current designs to shorten transition
- Enterprise wide awareness, delivery focused
- Critical friends focused on transition of skills and knowledge support
42. Legacy Infrastructure Path to Cloud Migration

M4 project teams include Systems Architects, Systems Administrators, Planning Managers, Analysts, Technical Architects and SIAM Cloud professionals. All specialists have a wealth of experience migrating to Cloud within public and private sector, and aim to deliver innovative solutions to real world blockers to Cloud Migration.

**Service Features**

- Define and update your Cloud transition strategy, and roadmap documentation
- Deliver secure Cloud infrastructure integration planning and administration
- Provide project cost and benefits estimation, and delivery planning
- Provide Enterprise, Data, Solution, Technical Architecture using SAFe
- Align system solutions to GDS design standards and Service Manual
- Deliver solutions across transitional Infrastructure, virtualisation, data centre, network, Cloud
- Deliver solutions across Cloud, digital, ERP and legacy replacement
- Provide reviews and audits across your IT landscape
- Support procurement, contract, product, vendor and supplier exit, transition, testing
- Provide follow up development, prototyping, testing skills transfer and management

**Service Benefits**

- Improve communication and planning, translate business needs to technical plans
- Reduces costs and delivery timelines identifies benefits fiscal and technical
- Increased speed to deliver using tried and tested methods
- Alignment to GDS Lifecycle and Design Manual
- Increases reuse and consolidation of IT assets and infrastructure
- Increases digitisation and Cloud take-up
- Deliver real world hybrid solutions on track to full Cloud
- Focus on gaining benefit from transition to Cloud
- "Knowledge transfer to internal staff, enablement, collaboration"
43. Microsoft Cloud Services

M4 specialises in Cloud based Microsoft office 365 services, and delivers solutions for web content management (WCM) and electronic document and records management (EDRM). With many team members being certified solution architects and having deep working understanding of Microsoft products, M4 can deliver client projects using Microsoft technologies.

Service Features

- Manage data growth, ensuring security and compliance
- Optimise spend, maximise cloud potential
- Delivering the ability to work from multiple locations
- Analyse Big Data and make informed decisions
- Secure Cloud based platform
- Scalable infrastructure
- Rapid deployment of SharePoint servers
- Risk management of content and documentation

Service Benefits

- Facilitate easy and secure access to data
- Improved Business Intelligence
- Improved monitoring of applications and infrastructure
- Fast, powerful search engine
- Facilitate simple and secure access to corporate information
- Office 365 integration
- Flexible work and document collaboration, from anywhere
- Increased workforce efficiency
- Protect data and applications with back up and archive solutions
44. Microsoft Office 365 Integration and Cloud Migration Service

M4 provide migration and integration services to Microsoft's O365 SaaS offerings. We provide a flexible set of migration and integration approaches enabling the preparation and delivery of blended on premise and Cloud based SaaS services, whilst ensuring compliance with government secure email blueprint and government user access control requirements.

Service Features

- Microsoft Exchange email, calendar and contact migration and integration
- Microsoft SharePoint migration and Enterprise Mobility Suites integration
- Identity integration and migration, normalisation and transformation
- Utilisation value proposition exploration
- Data cleaning and transformation
- Migration strategy, planning and roadmap development
- Hybrid technical and service process development and governance
- Architectural and security design services
- Mentoring and skills transference
- Bespoke application transformation and Cloud migration

Service Benefits

- Reduced operational costs
- Reduced integration and migration costs
- Smooth transition
- Flexible delivery roadmaps, integration and migration approaches
- Improved service quality
- Exploration of additional business benefits derivable from the investment
- Government compliant service and solution
- Government blueprint and security requirements alignment
- Focus on user needs
- Alignment to GDS lifecycle and Cloud First Strategy
45. Migrate away from Core Service to the New PSN DNS

The M4 team holds all the current, hands-on technical and strategic skills necessary to support the journey away from legacy Core Services. This service will de-risk the transition from legacy PSN DNS Services to the new GDS-sanctioned solution for Internet based DNS.

Service Features

- Highly experienced agile team focused on delivery
- Fast and efficient, tried and tested methodologies and designs
- Real time expertise in Exit from all Core Services
- Deep strategic and technical knowledge of PSN DNS
- Real world expertise formulating GDS guidance
- Focus on practical aspects of framework alignment, policies, technical capability

Service Benefits

- Supporting Central and Local Government
- Supporting introduction of policies to deliver compliance to multiple standards
- Experienced team delivering early wins and measurable cost savings
- Use of Business Impact and Risk Analysis covering all solution elements
- Full compliance with GDS advice and guidance
- Full compliance with Cabinet Office policies
- Full compliance with NCSC advice and guidance
- Expertise in applying NCSC Cloud security principles
46. Migrate away from Legacy Core Services to Alternative NTP Service

The M4 team holds all the current, hands-on technical and strategic skills necessary to support the journey away from legacy Core Services. This service will de-risk the transition from legacy NTP Services to a new NCSC sanctioned NTP Service.

Service Features

- Highly experienced agile team focused on delivery
- Fast and efficient, tried and tested methodologies and designs
- Real time expertise in Exit from all Core Services
- Deep strategic and technical knowledge of NTP
- Real world expertise formulating GDS guidance
- Focus on practical aspects of framework alignment, policies, technical capability

Service Benefits

- Supporting Central and Local Government
- Supporting introduction of policies to deliver compliance to multiple standards
- Experienced team delivering early wins and measurable cost savings
- Use of Business Impact and Risk Analysis covering all solution elements
- Full compliance with GDS advice and guidance
- Full compliance with Cabinet Office policies
- Full compliance with NCSC advice and guidance
- Expertise in applying NCSC Cloud security principles
47. Migrate away from Legacy Peer to Peer Gateway Service

The M4 team holds all the current, hands-on technical and strategic skills necessary to support the journey away from legacy Core Services. This service will de-risk the transition from the legacy Peer to Peer Gateway service and where appropriate, remove customers’ reliance on Peer to Peer entirely.

Service Features
- Highly experienced agile team focused on delivery
- Fast and efficient, tried and tested methodologies and designs
- Real time expertise in Exit from all Core Services
- Deep strategic and technical knowledge of Peer to Peer implementation
- Real world expertise formulating GDS guidance

Service Benefits
- Supporting Central and Local Government
- Supporting introduction of policies to deliver compliance to multiple standards
- Experienced team delivering early wins and measurable cost savings
- Use of Business Impact and Risk Analysis covering all solution elements
- Full compliance with GDS advice and guidance
- Full compliance with Cabinet Office policies
- Full compliance with NCSC advice and guidance
- Expertise in applying NCSC Cloud security principles
48. Migrate Email to the Cloud

The M4 team holds all the current, hands-on technical and strategic skills necessary to support the journey away from Vodafone’s GCF Core Services. This service will de-risk the transition from legacy GCF Mail Relay services to cloud-based mail services, following central government guidance on moving away from gsi-family email.

Service Features

- Highly experienced agile team focused on delivery
- Fast and efficient, tried and tested methodologies and designs
- Real time expertise in GCF Exit from all Core Services
- Deep strategic and technical knowledge of the PSN Email Relay
- Real world expertise formulating GDS guidance related to GCF Exit
- Real time expertise supporting customers with GSI/family migration
- Up to date expertise migrating away from GSI-family domains
- Focus on practical aspects of framework alignment, policies, technical capability

Service Benefits

- Supporting Central and Local Government
- Supporting introduction of policies to deliver compliance to multiple standards
- Experienced team delivering early wins and measurable cost savings
- Use of Business Impact and Risk Analysis covering all solution elements
- Full compliance with GDS advice and guidance
- Full compliance with Cabinet Office policies
- Full compliance with NCSC advice and guidance
49. Migrate from GCF Peer to Peer Gateway Service

The M4 team holds all the current, hands-on technical and strategic skills necessary to support the journey away from Vodafone’s GCF Core Services. This service will de-risk the transition from the GCF Peer to Peer Gateway service and where appropriate, remove customers’ reliance on Peer to Peer entirely.

Service Features

- Highly experienced agile team focused on delivery
- Fast and efficient, tried and tested methodologies and designs
- Real time expertise in GCF Exit from all Core Services
- Deep strategic and technical knowledge of Peer to Peer
- Real world expertise formulating GDS guidance related to GCF Exit

Service Benefits

- Supporting Central and Local Government
- Supporting introduction of policies to deliver compliance to multiple standards
- Experienced team delivering early wins and measurable cost savings
- Use of Business Impact and Risk Analysis covering all solution elements
- Full compliance with GDS advice and guidance
- Full compliance with Cabinet Office policies
- Full compliance with NCSC advice and guidance
- Expertise in applying NCSC Cloud security principles
50. Migrate Legacy Email to the Cloud

The M4 team holds all the current, hands-on technical and strategic skills necessary to support the journey away from legacy Core Services. This service will de-risk the transition from legacy Mail Relay services to cloud-based mail services, following central government guidance on moving away from gsi and on premises email.

**Service Features**

- Highly experienced agile team focused on delivery
- Fast and efficient, tried and tested methodologies and designs
- Real time expertise in Exit from all Core Services
- Deep strategic and technical knowledge of the PSN Email Relay
- Real world expertise formulating GDS guidance
- Real time expertise supporting customers with GSI/family migration
- Up to date expertise migrating away from GSI-family domains
- Focus on practical aspects of framework alignment, policies, technical capability

**Service Benefits**

- Supporting Central and Local Government
- Supporting introduction of policies to deliver compliance to multiple standards
- Experienced team delivering early wins and measurable cost savings
- Use of Business Impact and Risk Analysis covering all solution elements
- Full compliance with GDS advice and guidance
- Full compliance with Cabinet Office policies
- Full compliance with NCSC advice and guidance
51. Migrate to new Cloud Based Email Relay

The M4 team holds all the current, hands-on technical and strategic skills necessary to support the journey away from legacy Core Services. This service will de-risk the transition from legacy Mail Relay services to the new GDS-sanctioned Email Relay and will prepare for cloud migration if appropriate.

### Service Features
- Highly experienced agile team focused on delivery
- Fast and efficient, tried and tested methodologies and designs
- Real time expertise in Exit from all Core Services
- Deep strategic and technical knowledge of the PSN Email Relay
- Real world expertise formulating GDS guidance
- Real time expertise supporting customers with GSI/family migration
- Up to date expertise migrating away from GSI-family domains
- Focus on practical aspects of framework alignment, policies, technical capability

### Service Benefits
- Supporting Central and Local Government
- Supporting introduction of policies to deliver compliance to multiple standards
- Experienced team delivering early wins and measurable cost savings
- Use of Business Impact and Risk Analysis covering all solution elements
- Full compliance with GDS advice and guidance
- Full compliance with Cabinet Office policies
- Full compliance with NCSC advice and guidance
52. Migrate to the New Email Relay

The M4 team holds all the current, hands-on technical and strategic skills necessary to support the journey away from Vodafone’s GCF Core Services. This service will de-risk the transition from legacy GCF Mail Relay services to the new GDS-sanctioned Email Relay and will prepare for cloud migration if appropriate.

**Service Features**

- Highly experienced agile team focused on delivery
- Fast and efficient, tried and tested methodologies and designs
- Real time expertise in GCF Exit from all Core Services
- Deep strategic and technical knowledge of the PSN Email Relay
- Real world expertise formulating GDS guidance related to GCF Exit
- Real time expertise supporting customers with GSI/family migration
- Up to date expertise migrating away from GSI-family domains
- Focus on practical aspects of framework alignment, policies, technical capability

**Service Benefits**

- Supporting Central and Local Government
- Supporting introduction of policies to deliver compliance to multiple standards
- Experienced team delivering early wins and measurable cost savings
- Use of Business Impact and Risk Analysis covering all solution elements
- Full compliance with GDS advice and guidance
- Full compliance with Cabinet Office policies
- Full compliance with NCSC advice and guidance
53. Migrate to the New PSN DNS

The M4 team holds all the current, hands-on technical and strategic skills necessary to support the journey away from Vodafone’s GCF Core Services. This service will de-risk the transition from legacy PSN DNS Services to the new GDS-sanctioned solution for PSN DNS as part of the pan-government GCF Exit works.

Service Features

- Highly experienced agile team focused on delivery
- Fast and efficient, tried and tested methodologies and designs
- Real time expertise in GCF Exit from all Core Services
- Deep strategic and technical knowledge of PSN DNS
- Real world expertise formulating GDS guidance related to GCF Exit
- Focus on practical aspects of framework alignment, policies, technical capability

Service Benefits

- Supporting Central and Local Government
- Supporting introduction of policies to deliver compliance to multiple standards
- Experienced team delivering early wins and measurable cost savings
- Use of Business Impact and Risk Analysis covering all solution elements
- Full compliance with GDS advice and guidance
- Full compliance with Cabinet Office policies
- Full compliance with NCSC advice and guidance
- Expertise in applying NCSC Cloud security principles
54. Opensource Cloud Computing Database Migration

"Open Source database technologies are technically competitive and cost effective alternatives to proprietary technologies. M4’s services for Cloud migration modernise applications whilst minimising risk and reducing TCO. Our Database Administrators and Architects teams specialise in performance, back up recovery, support and security in Opensource Cloud environments."

**Service Features**

- Audit of legacy technologies
- Feasibility study of migration to the cloud
- Migration plan with risk assessment
- Technology selection
- Cloud computing data migration
- Application reconfiguration and development
- Regression testing
- Cloud optimisation service

**Service Benefits**

- Reduced operational costs
- Reduced migration costs
- Advanced functionality and service quality
- Reduced vendor lock in
- Improved design and documentation
- GDS technology code of practice and Cloud First Strategy knowledge
- Managed service delivery
- Flexibility and scalability to user and system growth
- Collaboration
- Knowledge transfer and enablement
55. PMO and Project Management

M4 PMO and PM teams help customers embrace technology investments through empowering end-users while maximizing financial returns and business potential. We understand customer challenges and offer core focus to deliver portfolios of work on time and to budget. We lead strategic initiatives and deliver positive results for stakeholders.

**Service Features**

- Employing various, industry standard methodologies and hybrid approaches
- Cloud project implementation and deployment
- Supports Discovery, Alpha, Beta and Live
- Assistance with exit from large commercial contracts and suppliers
- Commercial, application, Cloud, ERP, development, digital management and transformation
- Risk management, reporting, planning, budgeting, and finance management
- Use best practice collaboration tools: Jira, Confluence, Slack, HipChat etc.
- Stakeholder and supplier management, ensuring deliverables are achieved
- Project Assurance and Quality Management

**Service Benefits**

- Flexible and bespoke managed service to meet user needs
- Break down complex problems into manageable deliverables
- Full consideration of risks, dependencies, security and business change
- Improved service quality
- Extensive UK Government experience
- Adherence to GDS Lifecycle, Standards and Manual
- Enablement – knowledge and skills transfer
- Experienced in working collaboratively within multi supplier teams
- Drive project delivery
- Draws on wider M4 expertise and communities of interest
56. Secure Migration of Legacy Systems to Cloud

M4 provide teams of specialist Systems Developers, Systems Administrators, Planning Managers, Analysts, Technical Architects and Security Professionals. All our specialists have a wealth of experience, within public and private sector, with cross domain, cross functional/industry expertise furthering delivery of innovative solutions to real world blockers to Cloud Migration.

Service Features

- Define secure interim Cloud transition environments and migration strategy
- Secure systems integration, interim infrastructure development and integration planning
- Provide project cost and benefits estimation, and delivery planning
- Provide Enterprise, Data, Solution, Technical Architecture using SAFe
- Align system solutions to GDS design standards and manual
- Deliver solutions across transitional infrastructure, virtualisation, data centre, network, Cloud
- Deliver solutions across Cloud, digital, ERP and legacy replacement
- Provide reviews and audits across your IT landscape
- Support procurement, contract, product, vendor and supplier exit, transition, testing
- Provide follow up development, prototyping, testing, skills transfer and management

Service Benefits

- Improve communication and planning, translate business needs to technical plans
- Reduces costs and delivery timelines identifies benefits fiscal and technical
- Using technological change to maintain and deliver improved secure services
- Alignment to GDS Lifecycle and Technology Code of Practice
- Increases reuse and consolidation of IT assets and infrastructure
- Implementing Government Cloud security principles on legacy and transitional environments
- Deliver secure hybrid solutions and roadmap to full Cloud migration
- Focus on maintaining and increasing system security through transition
- Collaborative enablement and skills transfer to internal staff
- Enable migration from old legacy systems to Cloud enabled services
57. Secure Transitional Architectural Design, Delivery and Migration to Cloud

M4 specialist project teams consist of Systems Administrators, Planning Managers, Analysts, Technical Architects and Security Professionals. All team members have a wealth of experience, within public and private sector, with cross domain, cross functional and cross industry expertise and deliver innovative transitional solutions to Cloud Migration.

Service Features

- Define secure interim transition environments and migration strategy
- Secure systems integration, interim infrastructure development and integration planning
- Provide project cost and benefits estimation, and delivery planning
- Provide Enterprise, Data, Solution, Technical Architecture using SAFe
- Align system solutions to GDS design standards and manual
- Delivery of transitional Infrastructure; data centre, crown hosting virtualisation, Cloud
- Deliver solutions across Cloud, Digital, ERP and legacy replacement
- Provide reviews and audits across your IT landscape
- Support procurement, contract, product, vendor and supplier exit, transition, testing
- Provide follow up development, prototyping, testing, skills transfer and management

Service Benefits

- Improve communication and planning, translate business needs to technical plans
- Reduces costs and delivery timelines identifies benefits fiscal and technical
- Using technological change to maintain and deliver improved secure services
- Alignment to GDS Lifecycle and Technology Code of Practice
- Increases reuse and consolidation of IT assets and infrastructure
- Implementing Government Cloud security principles on legacy and transitional environments
- Deliver secure hybrid solutions and roadmap to full Cloud migration
- Focus on maintaining and increasing system security through transition
- Enable migration from old legacy systems to Cloud enabled services
58. Solution Architecture, Design and Delivery

M4 employ best practice to develop light-weight agile processes for programme oversight and guidance. The objective is to provide through design, build, test and deliver phases, a repeatable methodology for implementing solutions delivery while incorporating the flexibility needed to adapt to specific customer needs.

Service Features

- M4 provide solutions for public, private and hybrid cloud
- Experienced in AWS, and Azure
- Iterative Agile development allowing incremental and rapid delivery
- Identification of efficiencies and savings
- Integration with your wider architecture reducing complexity
- Full solution architecture document
- Expertise aligned with best practice architecture standards/frameworks
- Secure, resilient and scalable cloud platforms/solutions
- CI and CD approaches established
- Process and design based on user need

Service Benefits

- Cloud solutions aligned to business strategy
- Benefits realisation through re-useable services
- Elasticsearch, Kibana, MongoDB, DynamoDB, MySQL
- API Development, SOA, Microservices, RESTful, Web services
- Flexible and bespoke cloud architecture solutions
- Reduced infrastructure costs and risks
- Structured knowledge transfer process
- Improved user experience
- Adherence to GDS Lifecycle, Standards and Manual
59. Supporting and Expanding Internal Migration Capabilities to Cloud

M4 teams provide specialist Systems Administrators, Planning managers, Analysts, Technical Architects and Security Cloud professionals all of whom have a wealth of industry experience. With cross domain, cross functional and cross industry expertise we deliver pragmatic solutions to real world blockers to Cloud Migration.

Service Features

- Define Secure interim transition environments and Cloud migration strategies
- Secure systems integration, interim infrastructure development and integration planning
- Provide project cost and benefits estimation, and delivery planning
- Provide Enterprise, Data, Solution, Technical Architecture using SAFe
- Align system solutions to GDS design standards and manual
- Deliver solutions across transitional infrastructure, virtualisation, data centre, network, Cloud
- Deliver solutions across cloud, Digital, ERP and legacy replacement
- Provide reviews and audits across your IT landscape
- Support procurement, contract, product, vendor and supplier exit, transition, testing
- Provide follow up development, prototyping, testing, skills transfer and management

Service Benefits

- Improve communication and planning, translate business needs to technical plans
- Reduces costs and delivery timelines identifies benefits fiscal and technical
- Using technological change to maintain and deliver improved secure services
- Alignment to GDS Lifecycle and Technology Code of Practice
- Increases reuse and consolidation of IT assets and infrastructure
- Implementing government Cloud security principles on legacy and transitional environments
- Deliver secure hybrid solutions and roadmap to full Cloud migration
- Focus on maintaining and increasing system security through transition
- Knowledge transfer to internal staff
- Enable migration from old legacy systems to Cloud enabled services
M4’s technical delivery management service covers full Cloud project initiation and lifecycle, Discovery through Beta Live and oversees delivery of complex solutions through proactive participation at a technology, commercial and innovation level. We drive integrated teams to deliver solid technology solutions in support of key client initiatives.

Service Features

- Employing various, industry standard methodologies and hybrid approaches
- Realising the benefits of Agile approaches that respect formal governance
- Deploy required Product Managers/Owners, Delivery Managers, PMO support and Scrum Masters
- Delivery includes User Researchers, Business/Systems Analysts and DevOps capabilities
- Risk management of cloud deployment
- Deliver continuous services to meet Digital by Default service standard
- Stakeholder and supplier management, ensuring deliverables are achieved
- A service for both digital and infrastructure based cloud projects
- Ensure consistent, timely and open flow of communication
- Support Discovery, Alpha, Beta and Live benefits realisation

Service Benefits

- Flexible approach, tailored to your requirements and processes
- Work collaboratively and perform the ‘critical friend’ role
- Drawing on wider M4 expertise and communities of interest
- Work collaboratively with your suppliers
- Drive project delivery
- Understand Cloud specific issues
- Full consideration of risks, dependencies, security and business change
- Digital transformation in line with Government requirements
- Break down complex problems into manageable deliverables
- Enablement - transfer of skills and knowledge to staff
61. User Research for your Cloud Journey

User Research is a vital part of Cloud transformation and migration, ensuring that user needs are understood and factored into the design of robust digital services. M4’s User Researchers bring significant strength through expertise. Our adaptive, partnership-based approach helps clients achieve Cloud transition goals faster.

Service Features

- Identification of and engagement with users
- Utilising recognised requirement gathering techniques
- Creation of user stories and backlog refinement
- Aligning the needs of the user and business requirements
- Work with front end and back end users
- Identification of blockers, challenging where appropriate
- A variety of methodologies including Agile, DSDM, Kanban employed
- Experts in UK Government Cloud transition projects
- Understanding of GDS Service Standards

Service Benefits

- Improved operational efficiency from effective process design
- Increased team productivity
- Better reflection of user needs and blockers in service design
- Collaboration with development team
- Earlier realisation of Cloud transformation benefits
- Use of collaboration tooling e.g. Jira, Confluence and Bitbucket
- Agile and iterative
- UAT
Planning

The M4 team is highly experienced in the analysis of current modes of operation and the creation of roadmaps, to enable secure migration of legacy systems to Cloud.

We identify early, the capabilities needed to deliver required outcomes and work closely with clients at all levels to deploy a flexible delivery team tailored to complement existing resources. Further we ensure knowledge transfer and enablement and the leveraging of existing capabilities and resources.

We review collaboratively all aspects of services including people, processes and infrastructure. Working in partnership with stakeholders we efficiently identify opportunities and enablers, to define and develop legacy systems to Cloud migration strategy. Our processes take into account user requirements and interdependencies of current systems as well as appetite and capability for change.

We leverage any opportunities to increase speed of migration and translate business plans into delivery plans identifying both technical and financial benefits.

We focus on gaining early benefit from transition to cloud and are experienced in delivering practical hybrid transitional solutions in adherence to the Government Digital Services Technology Code of Practice. Planning leverages contract end dates and technology refresh timetables to ensure costs of the old environment are bounded to deliver maximum benefit realisation.
Setup and Migration

Key to a successful and secure migration of legacy systems to cloud is the deep understanding of the interaction of all associated services. Critical considerations include costs of data migration, application redesign, application performance and availability.

Security, privacy and regulatory requirements must also be taken into account. Careful consideration of the current environment, as well as commercial and technical constraints also need to be clearly understood. Our team build end to end service maps for each capability, mapping the elements of the service provision and supplier matrix to ensure all elements in scope of the architecture design plan are captured and addressed in sequence to ensure there are no service orphans or components. We deliver an iterative solution following the initial build of a containerised portable environment based on tried and tested model blueprints, designed to fully comply with the Government Digital Service Technology code of practice.

We also incorporate appropriate open source continuous integration tooling for delivery and test automation and provide security monitoring appropriate to the risks, and in compliance with, the Government Security Policy framework. Our team are experts in understanding functional and non-functional requirements and mapping these to physical services and transitioning to cloud-based equivalents.
QA and Performance Testing

M4’s QA and Testing function for cloud services concentrates on measuring and examining quality, and improving software and systems capability through ongoing process improvement. This is offered throughout the development lifecycle, with adherence to all Acceptance Criteria remaining at the core of all activities.

We provide flexible and tailored solutions to facilitate quality delivery for our partners. We can also provide, strategic planning and guidance and can build out, where appropriate, internal project teams to increase depth and breadth of internal client coverage and accelerate rates of enablement.

Our teams are experienced both in conducting key analysis and making recommendations as to the most effective toolset for the Service(s) under test. We also identify key points of measure under test, deploy appropriate tooling, validate associated accuracy and identify risks test may impose. Our targeted Test services are delivered by experienced team members and include: Functional, Regression, Compatibility, Load, Integration, Acceptance, Security and Usability. Utilising tools from industry standard proprietary tooling and collaboration tools to specific tools for Integration, Security, Automation, Browser Validation.

Test Strategy includes, scope, approach, constraints, risks, issues and assumptions, tooling, environment, data requirements and entry/exit criteria. Using automated unit testing and integration testing tools to deliver.
Training

Enablement is a key component of M4 engagements; our goal is to deliver organisational change and sustainable client capabilities via training, mentoring and documentation.

Our teams can assist with development, improvement and support of the client cloud environment whilst enabling client teams to an assured level of knowledge that allows for secure handover and ongoing maintenance of the IT estate.

Understanding that client cloud requirements, transformation programmes and support capabilities are individual, we tailor this process to create a defined exit plan ensuring the client can manage BAU activities and ongoing continuous improvement beyond our agreed exit date. During engagements we encourage an environment of trust and work on, developing the skills and coaching the behaviours, essential for cloud delivery. This is achieved by reviewing, prioritising and scheduling a timetable of knowledge transfer activities; our consultants deliver these activities through:

- Co-location (modelling best practice)
- Code review
- Pair programming
- Peer coaching/mentoring.

Our knowledge transfer programmes support individual client requirements and align with the DDaT Professional Capability Framework.

To support this transition the M4 team document the relevant knowledge base to support operational running.

M4 can, in addition provide:

- Tailored Workshops
- Assistance identifying appropriate GDS Academy courses
- Introductions to Communities of Practice
Support Levels

During an engagement, each team has an onsite lead, as first point of call who is supported by a dedicated Client Management team providing full support throughout the engagement. We always recommend agreement in advance of a suitable support plan, a service responsibility matrix and appropriate service levels to meet the Client’s needs.

Our team will also continuously review overall contractual performance against agreed SLA’s and regularly review with the client the service and performance of the team against agreed deliverables and timelines. Equally, we ensure that service and programme management procedures are followed, including the production, maintenance and monitoring of programme and risk management plans to the satisfaction of the Client.

Standard ITIL processes are also applied by the team, aligned, as appropriate, to the Client’s Engagement and Governance model including attendance to relevant service boards, as agreed with the Client. Escalations received during normal office hours (Mon-Fri 9am-5pm exc. Bank Holidays) are normally dealt with within 8 working hours. Standard support is included in the cost of the service hour. Escalations for technical issues can be made available 24x7.
# G-Cloud 11 Pricing Document

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## Standards for Consultancy Day Rate

- **Discounts** – Based upon length of tenure and volume of demand M4 should be pleased to discuss its discounted rate policy. As an example, we will typically offer a 5% discount for service provisions as of 7th month of deployment.

- **Consultant’s Working Day** – 8 hours exclusive of travel and lunch

- **Working Week** – Monday to Friday excluding UK public holidays

- **Travel and Subsistence** – M4’s standard operating policy dictates assignment of local staff to local projects. In such cases there will be no additional charge for travel and subsistence expenses. Should the assignment of local staff to a project not be possible M4 reserve the right to charge Travel and Subsistence expenses – including inside M25 - at department’s standard T&S rates.

- **Mileage** – As above

- **Professional Indemnity Insurance** – included in day rate
Quality Management Statement

M4 Managed Services International Limited was established in 2013 to the Service Delivery industry.
Quality is important to M4 Managed Services because we value our customers, consultants and staff.
We strive to provide our customers with services which meet and even exceed their expectations.
We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.
We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- Gathering and monitoring of customer feedback
- Selection and performance monitoring of consultants
- Training and development for our employees and consultants
- Audits of internal processes
- Performance appraisal of all employees

Though the Director has ultimate responsibility for Quality all employees have a responsibility within their own areas of work so helping to ensure that Quality is embedded within the whole of the company.
Environmental Policy Statement

M4 Managed Services International believe that businesses are responsible for achieving good environmental practice and operating in a sustainable manner.

We are therefore committed to reducing our environmental impact and continually improving our environmental performance as an integral and fundamental part of our business strategy and operating methods.

It is our priority to encourage our customers, suppliers and all business associates to do the same. Not only is this sound commercial sense for all; it is also a matter of delivering on our duty of care towards future generations.

**Principles**

- Wholly support and comply with or exceed the requirements of current environmental legislation and codes of practice
- Minimise our waste and reuse or recycle as much of it as possible
- Minimise energy and water usage in our offices, vehicles and processes in order to conserve supplies, and minimise our consumption of natural resources, especially where they are non-renewable
- As far as possible purchase products and services that do the least damage to the environment and encourage others to do the same
- Assess the environmental impact of any new processes or products we intend to introduce in advance
Slavery and Human Trafficking Statement

This statement is made pursuant to section 54 of the Modern Slavery Act 2015.

It constitutes M4 Managed Services International Limited slavery and human trafficking statement. Although we do not meet the requirements in the Act, we have chosen to voluntarily produce a ‘slavery and human trafficking statement’ to provide a level of assurance to our clients.

Our Organisation

Our permanent staff are directly employed and are not in any category which is generally seen to be vulnerable to modern slavery in this country, so our focus is to ensure there are policies and procedures in place for our consultants and suppliers.

What we are doing

Raising awareness of modern-day slavery both within our business and our supply chains is important to us.

- M4 is committed to continuously improving its practices to identify and eliminate any slavery and human trafficking in its business and supply chains, and to acting ethically and with integrity in all its business relationships.
- M4 uses a range of suppliers who supply goods, services and support our operations. When selecting suppliers, we assess the potential human rights risks of the supply chain by considering the country of origin where we are sourcing products and the type of labour that might be involved in the manufacture of those products.
- We know that identifying potential and actual cases requires upskilling colleagues and suppliers to understand the drivers of modern slavery as well as the possible indicators.
- We make available the Gov.UK guidance documentation relating to the Modern Slavery Act through our shared document drive.
- Over the course of the year we will continue to monitor our procedures to help us identify, prevent and mitigate any risks of modern slavery or human trafficking in relation to new and existing suppliers.