Digital Transformation

Service Definition Document

G-Cloud 12

risual

www.risual.com

About risual

UK-based business & technology services organisation, offering consultancy, support and training for cloud technologies.

We deliver in partnership with our clients, through co-working, co-design and co-delivery principles.

Microsoft Gold Partner across 14 categories and an Azure Expert MSP, putting us in the top 0.002% of MS partners globally.

15+ years transforming the workplace through the introduction, adoption and strategic management of Microsoft cloud technologies.

300+ Enterprise clients.
100+ Cloud registered clients.
700+ Individual Microsoft & APMP Certs.

Our goal is to introduce sustainable change, by driving positive social impact, increasing the opportunities available to young and disadvantaged people.

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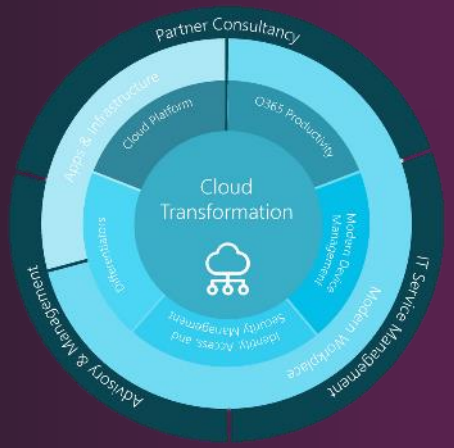
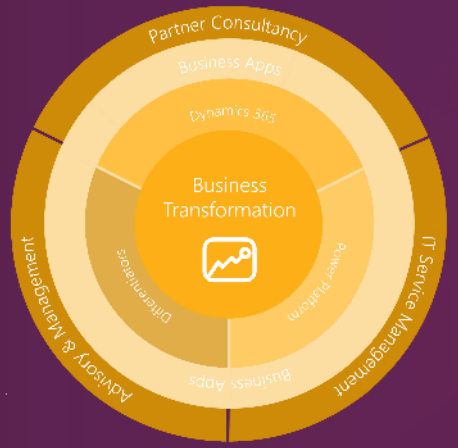
What we do

We are recognised by Microsoft as one of the only partners who deliver a range of services across all three Microsoft clouds; Azure, Dynamics 365, and Microsoft 365. Whilst we have hybrid cloud capabilities and skills with AWS and Oracle, our deep relationship with Microsoft has had a strategic influence on our organisation and the services we deliver since the day we were founded. We are experts in transformation and see transformation in three ways; Cloud, Business and Digital.





advisory
assessment | strategy

consulting
plan | implement

services
optimise | support

skills
develop | adopt

solutions
sector | software

Cloud Transformation is about tools and technology, often IT-led it focuses on the platform with Azure, and Modern Workplace through Microsoft 365 services. Cloud Transformation is an enabler and in order to deliver real value, business transformation is required.

Business Transformation is about re-engineering internal services to better serve the business, focusing on business applications, processes and productivity, through Dynamics 365 and the Power Platform.

Digital Transformation relates to external interfaces with clients/citizens/students and enters the domain of disruptive innovation focusing on replacing or complimenting existing services through digital product development.

All three service portfolios span: business and technical consulting, managed services, training & adoption, apprenticeships, and data & AI.

We live by our values of **honesty, openness and trust,** and we embed these values into everything we do, from delivering new and exciting business and technology services/solutions, through to the charity work we regularly undertake within our communities.

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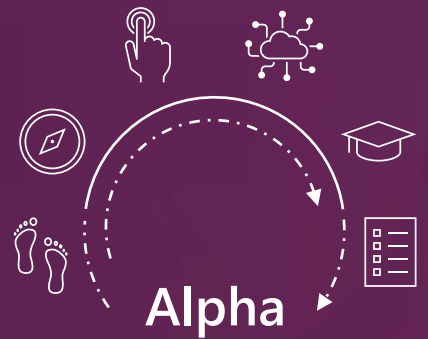
Digital Transformation Services

For over 10 years, we have worked across the public and private sector, solving complex challenges through development of digitally engaging, user-centric and socially impactful solutions and services. Providing innovative thinking and insight, we help organisations not only transform their services, but also their people and culture, helping to address the growing demand for digital skills and agile mindsets.

Discovery

As the first step in defining a digital product or service, our approach will uncover and look to fully understand you and the needs of your users, helping you to understand how digital technologies can address those needs.



Alpha

Alpha phase development is underpinned by our DevOps methodology, it seeks to design and develop your service/product, ensuring it satisfies business and user needs, and is technically feasible.

Beta

Beta phase development, underpinned by our DevOps methodology develops a minimum viable product (MVP) through incremental development and testing both technically and with users in private and public Beta.

Live

Live focuses on the on-going support and continual improvement and development (CI/CD) of the product/service. It provides proactive optimisation and improvement, measuring performance against KPIs and regular feedback.

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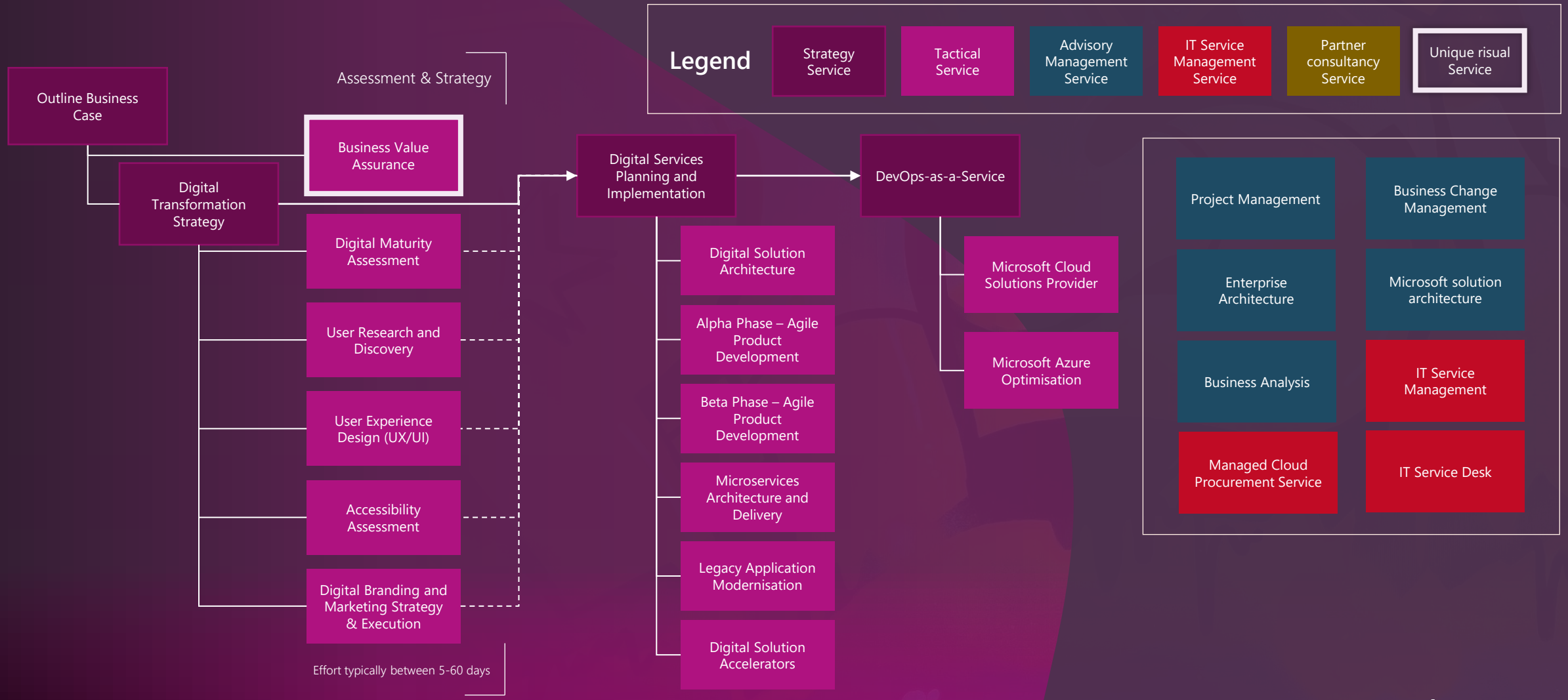
Digital Product Development



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Who we work with

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Onboarding & Offboarding

We recognise that all engagements are different, in terms of scope, size and complexity. risual is committed to delivering a standard onboarding process for all services delivered through the Digital Marketplace. Our experts will mobilise quickly and ensure the onboarding process is handled professionally and seamlessly to reduce disruption to your daily operations.

Delivering with the End in Mind: We focus on the overall business benefits you're seeking to achieve throughout any engagement with us. We ensure there is a complete understanding of the objectives, and how working in partnership, each party will contribute to achieving success.

Open and Honest Delivery: We share our culture with an open, honest and trustworthy approach to delivering each engagement, through strong governance and concise, regular reporting. This is a vital component of a successful partnership working to ensure the true value of planned activities is known. Our costs will be open and transparent within each planned component and our reports will ensure full status visibility.

Respect for People & Appreciative Inquiry: Essential to the success is the engagement of staff and service users. Our approach is designed in a way to encourage co-production and involvement, respectable challenge and the build up of strengths and good practice.

Understanding the Culture: Performance is a product of strategy and culture. We pay as much attention to culture as we do to strategy and the resulting performance of each engagement.

Understanding the Leadership: We work in partnership with leaders to understand the strategic vision and intent behind an engagement.

Creating the foundation for success in the modern digital age requires some level of human and capital investment, but the main requirements are time, tenacity and most importantly, leadership. Leadership is vital to ensure that continuous improvement of services delivers constant value and must be communicated across all areas. Through our core values of openness, honesty and trust, we will work with you to achieve your desired outcomes by connecting the people of both our organisations and any wider partnerships. This involves pragmatic communication and the build of a common culture, creating a community spirit of professionals all working toward the same vision.

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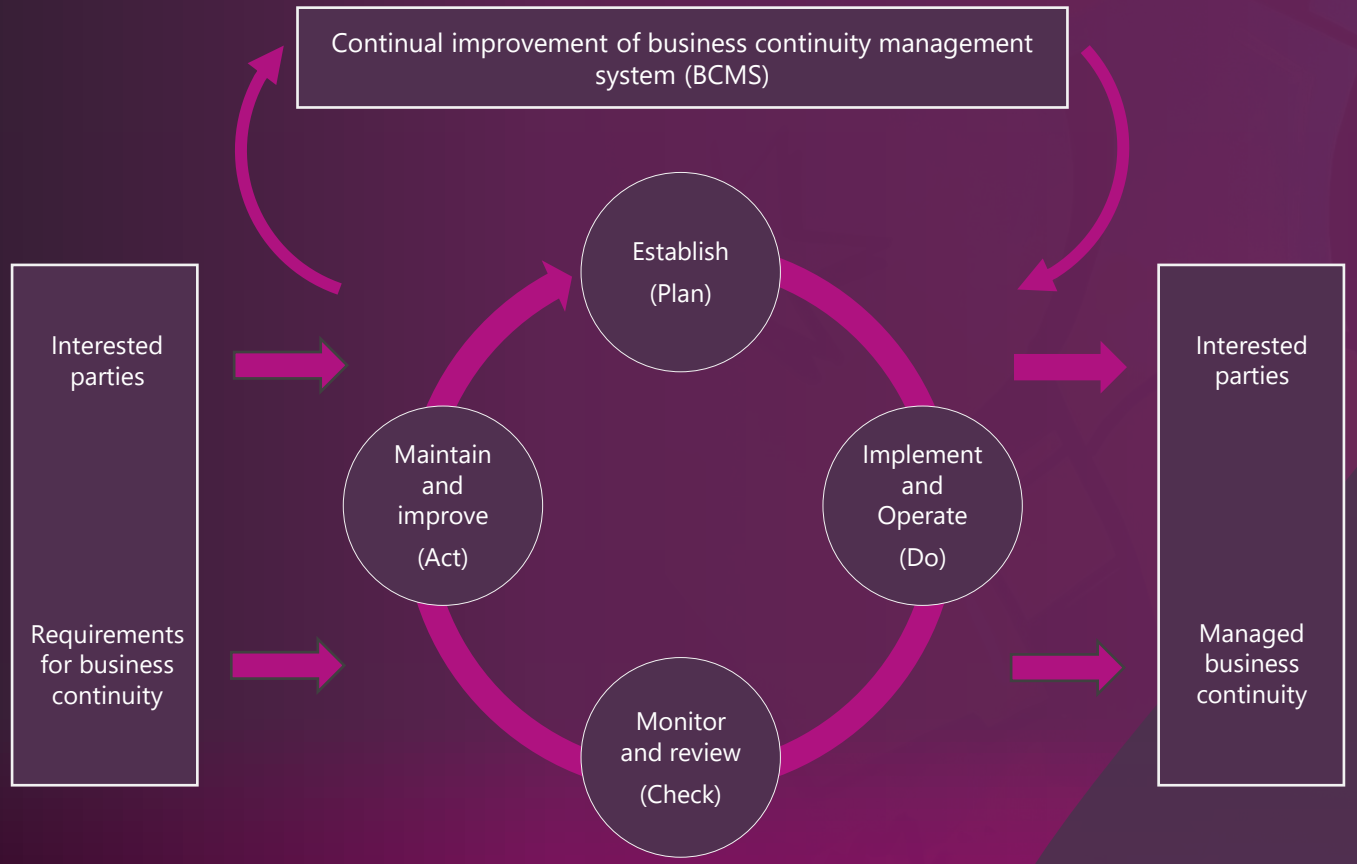
Business Continuity and Disaster Recovery

A Business Continuity Plan (BCDR) can be provided for, or in accompaniment with, a risual service where required. risual follow best practice guidance laid out in ISO22301, and use the 'Plan, Do, Check, Act' model when responding to actual or perceived threats to Business Continuity.



Plan: Establish policy, objectives, targets, controls, processes and procedures relevant to improving business continuity in order to deliver results that align with overall policies and objectives.

Do: Implement and operate the business continuity policy, controls, processes and procedures.

Check: Monitor and review performance against policy and objectives, report the results to management for review, determine and authorise actions for remediation and improvement.

Act: Maintain and improve the BCMS by taking corrective action, based on the results of management review and reappraising the scope of the BCMS and business continuity policy and objectives.

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Digital Transform Strategy

Description

We help organisations develop their digital vision, supporting sustainable outcomes by understanding how digital platforms and cloud technology can drive positive, collaborative experiences for customers and citizens. Aligning business strategy with digital capabilities and service design, working with you to co-create value through a comprehensive digital strategy and roadmap.

Discovery

Features

- Co-creation of a defined digital transformation strategy and roadmap.
- Highlights opportunities to drive value through digitisation of services.
- Presents "as-is" and "to-be" digital architecture, utilising cloud technology.
- Helps determine future Target Operating Model (TOM) for digital services.
- Identifies prototypes and quick wins in line with business strategy.
- Aligns digital strategy to people, tools, technology, and processes.
- Performs value chain and capability mapping.
- Identifies critical success factors for digital transformation.
- Highlights digital culture gaps, developing agile, digital by default mindset.
- Conforms with UK government standards and policies for digital services.

Benefits

- Aligns services to digital by default and digital first principles.
- Co-development of benefit and value statements to influence investment decisions.
- Provides Agile delivery coaching and mentoring for digital leaders.
- Develops user-driven and customer-centric digital service definition and capabilities.
- Transfers policy into actionable digital insights, platforms, and services.
- Builds commitment for sustainable change across the organisation.
- Identifies priorities for change, focussing on key customer digital challenges.
- Considers accessibility, assisted digital and digitally disrupted service users.
- Captures organisational risks and is informed by wide-ranging lessons learned.

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Digital Maturity Assessment

Description

This service forms part of risual's Digital Transformation portfolio. It helps organisations understand the changes that are needed to deliver an optimised digital culture. Delivered in partnership with key stakeholders, we work with you to identify your digital strategy and the barriers that may prevent you from achieving your objectives.

Discovery

Features

- Allows understanding of current arrangements and future digital strategy.
- Performs SWOT analysis - Understand strengths, weaknesses, opportunities and threats.
- Provides current and Future State Analysis.
- Provides strategy development for transforming processes, structure, people and culture.
- Creates a detailed assessment document.
- Presents findings to key stakeholders within your organisation.

Benefits

- Gains clear insight to help drive successful digital transformation.
- Develops an understanding as to current skills within the organisation.
- Allows understanding of what skills are needed in the future.
- Identifies what current processes can be streamlined and automated.
- Understands challenges that exist with current digital transformation initiatives.

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User Research and Discovery

Description

Delivered by qualified and experienced user researchers, this service is a fundamental aspect of Agile delivery, providing high quality user research to produce valid and reliable insights about how well a service is likely to meet user needs, which includes attending and passing GDS assessments.

Discovery

Alpha

Features

- Delivered by experienced and qualified user researchers.
- Provides continuous user research across Discovery, Alpha, Beta & Live.
- Includes access to usability labs to inform design decisions.
- Ability to recruit participants at no additional cost.
- Integrates with designers and developers to maintain focus on usability.
- Delivered through various methodologies, including contextual, diary, ethnographic and guerrilla.
- Provides multiple user researchers to guard against cognitive bias.
- Abides by the UXPA and MRS codes of conduct.
- Fully aligned to the Government Digital Standard.

Benefits

- Delivered by psychology degree educated, experienced user researchers.
- Flexible pay-as-you-go resource model covers all project phases.
- Delivered in partnership across multi-disciplinary teams.
- Provides understanding of user needs to fully inform user-driven design.
- Includes accessibility, assisted digital and digitally disrupted users.
- Fully aligned to the Government Service Standard assessment for UR.
- Provides clear understanding of user behaviours and patterns of usage.
- Multiple methodologies deliver high degrees of flexibility and accuracy.

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User Experience Design (UX/UI)

Description

This service forms part of risual's Digital Transformation portfolio. It provides expert and innovative UX/UI design services covering GDPR/GSM/ISO and user experience and accessibility. A user-centric approach, it couples data, user research, best practice and insight to provide unique solutions with a competitive edge.

Features

- Engages at all levels to define and create a vision.
- Includes user and Stakeholder interviews and user story creation.
- Gathers business requirements, user needs, and competitor analysis.
- Delivers rapid prototyping and detailed design style tiling and wireframes.
- Provides a scalable and flexible User Interface design.
- Includes site map design and content auditing.
- Delivers user, functional and A/B testing, and success criteria reviews.
- Delivers thorough usability testing completed through one-to-one or larger sessions.
- Provides qualitative and quantitative research, persona development and journey mapping.

Benefits

- Delivered by specialist UX consultants and UX/UI content designers.
- Delivers better digital products through collaborative, user-centric design processes.
- Provides a cost-effective Iterative approach through rapid prototyping and testing.
- Ensures user Experience/Interface design meets WCAG/DDS compliance standards.
- Increases digital take-up and alignment with GDS design principles.
- Ensures service is GDPR optimised for user's security and privacy.
- Information security assured – ISO 27001 and Cyber Essentials Plus+
- Allows knowledge transfer activities between researcher, designers and developers.
- Observes truly natural user behaviour and interaction.

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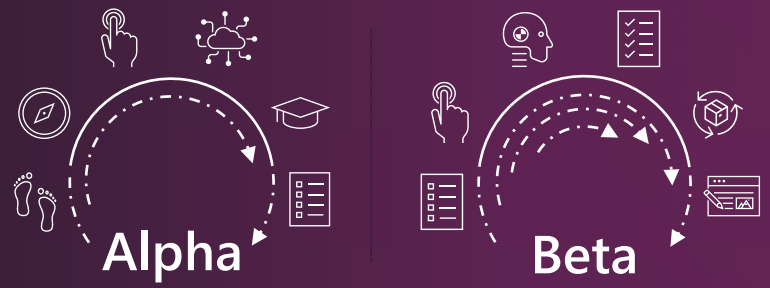
Accessibility Assessment

Description

This service helps organisations to develop fully complaint and accessible digital products and services. Underpinned by WCAG 2.1 Accessibility standards and GDS, the service ensures your public facing services are inclusive to assisted digital and impaired users, remaining compliant with government policy.



Features

- Provides expert audit of services against WCAG guidelines and GDS.
- Performs Gap analysis of accessibility levels and strategic recommendations.
- Performs accessibility testing, identifying exclusion areas for all users.
- Delivers accessibility consultancy providing flexible accessibility knowledge and expertise.
- Delivers accessibility training, enhancing internal knowledge by providing bespoke courses.
- Creates a comprehensive report with recommendations to reach accessibility goals.
- Creates an Accessibility Strategy, defining user goals and needs.

Benefits

- Enforces WCAG 2.1 A/AA/AAA standards and GDS compliance.
- Meets Digital Design Standard and UK Technology Code of Practice.
- Improves public engagement through accessibility and assisted digital design.
- Enables real tangible service enhancements.
- Enhances digital skills through active and thorough knowledge sharing.
- Provides accessible, improved usability of services.
- Reduces exclusion caused by disability and impairment.

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Digital Branding and Marketing Strategy & Execution

Description

This service forms part of risual's Digital Transformation portfolio. It helps organisations drive adoption of digital services through clear, consistent marketing and communication activities, aligned to the Government Service Manual and Digital Design Standard. With comprehensive marketing skills across a wide range of media channels, providing a cost-effective marketing approach.

Features

- Delivered by Keen Chartered Institute of Marketing (CIM) members.
- Helps organisations with digital marketing and innovation strategies.
- Develops digital product / service launch marketing and communications.
- Supports search engine optimisation (SEO).
- Engages in social media, telemarketing campaigns and event management services.
- Conducts market research and analysis with content driven marketing.
- Delivers brand definition, awareness and design services.
- Provides user experience and graphic design services.

Benefits

- Builds awareness and knowledge of digital products and services.
- Fully flexible service offering tailored to organisation and user needs.
- Increases adoption of digital services with branded marketing campaigns.
- Allows organisations to digitally transform in an agile manner.
- Meets UK Government Service Manual and Technology Code of Practice.
- Meets UK Government Digital Design Standard.
- Maintains currency with emerging technologies and marketing products/services.

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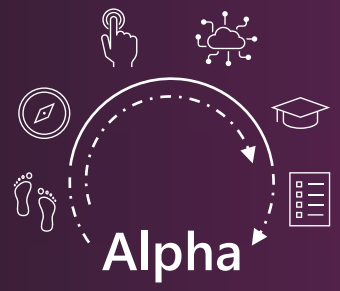
Digital Services Planning and Implementation

Description

Accelerate your journey to a digital future with comprehensive user research & discovery, digital service design and accelerated development to transform the services you offer to your customers/citizens. Drive the digital mindset through a programme of delivery, with prioritised projects to deliver real value for the services you offer.



Features

- Built on open standards for reuse across the public sector.
- Timeboxed Agile delivery in line with GDS best practice.
- Prioritised programme delivery, driving value, aligning to your digital vision.
- Collaborative, co-design, co-development approach delivers with you, not to you.
- User-driven development ensures the needs of service users are met.
- Includes user research, journey mapping and UX/UI design services.
- Examines use of data, supporting deep insight into customer/citizen interaction.
- Service oriented architecture ensures integration with other business systems.
- Delivered through Agile/Lean project methodologies, backed by DevOps processes.

Benefits

- Permanent, UK-based, security cleared architects, delivery managers and developers.
- Robust, security governed DevOps framework and associated processes.
- Delivered as independent Agile squads or within multi-disciplinary teams.
- In-depth knowledge of the challenges faced by the public sector.
- Cloud agnostic and technology agnostic approach, providing greater flexibility.
- Considers accessibility, assisted digital and digitally disrupted service users.
- Mapping of benefits and value to prove investment case.
- Embedded KPIs to prove performance and stability in Live.
- Service design, service transition and go-live planning and communications.
- Full training and knowledge transfer for support teams.

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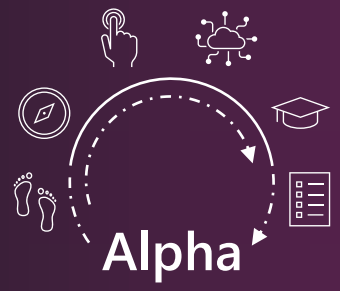
Digital Solution Architecture

Description

We help organisations build effective digital solutions, aligned to business and digital strategies, covering all infrastructure, application, data, and security elements. We help define architectural patterns, translating your vision into an achievable architecture model that can be taken forward into development of modernised services that drive value.



Features

- Delivered by experienced TOGAF certified Enterprise Architects and domain specialists.
- Translation of user journeys into scalable and performant solution architectures.
- Cloud agnostic and technology agnostic approach, providing greater flexibility.
- Mapping of business and operating models to support new services.
- Delivered in partnership with multi-disciplined teams and business stakeholders.
- Provides common set of architectural principles aligned to your organisation.
- Can provide options appraisal to support business case development.
- Digital architecture services covering cloud, hybrid, and on-premises environments.
- Fully supports all Agile and Prince 2 project delivery methodologies.

Benefits

- Permanent, UK-based, security cleared architects with appropriate certifications.
- Delivered by architects with successful track record at enterprise level.
- Delivers architectural leadership and coaching for digital and agile environments.
- Reduces risk exposure, providing balanced costs and increasing ROI.
- Easily scalable architecture models built from loosely coupled technologies.
- Establishes common architecture blueprints for reuse across the public sector.
- In-depth knowledge of the challenges faced by the public sector.
- Considers accessibility, assisted digital and digitally disrupted service users.

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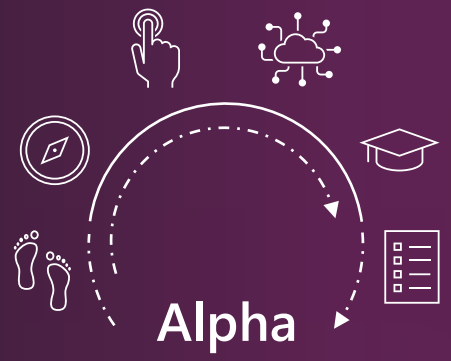
Alpha Phase – Agile Product Development

Description

Building on user research and discovery, this service rapidly develops digital prototypes to test ideas, explore new concepts and identifying risks & challenges early. Alpha prototypes are continually tested with users helping refine the outputs of Discovery, building a common consensus towards digital products that can be transitioned into Beta.



Features

- Iterative, Agile sprints, building prototypes, testing user research and discovery.
- Rapid mobilisation and full interaction with multi-disciplinary teams.
- Delivers minimum viable product (MVP) to further develop in Beta.
- Built on open standards for reuse across the public sector.
- Timeboxed Agile delivery in line with GDS best practice.
- Continual testing of prototypes with users to define what works.
- Informs UX design through wireframes and usability testing.
- Full support for GDS Alpha Assessment.
- Delivers prioritised backlog to take forward to Beta.
- Delivered through Agile/Lean project methodologies, backed by DevOps processes.

Benefits

- Robust, security governed DevOps framework and associated processes.
- Delivered as independent Agile squads or within multi-disciplinary teams.
- In-depth knowledge of the challenges faced by the public sector.
- Collaborative delivery and co-development of Alpha prototypes to GDS standards.
- User-driven design process in line with GDS service design.
- Identifies what works, what doesn't and reducing time to value.
- Delivered with open standards, encouraging knowledge sharing across teams.
- Considers accessibility, assisted digital and digitally disrupted service users.
- Permanent, UK-based, security cleared architects, delivery managers and developers.

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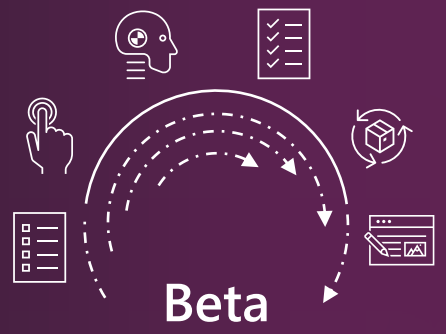
Beta Phase – Agile Product Development

Description

Building on the successful outcomes of Discovery and Alpha, our Beta service delivers continuous improvement and continuous development (CI/CD) pipelines, testing the MVP further through private and public betas to prepare and scale the new digital service for production workloads, ensuring the service fully aligns to user needs and KPIs.



Features

- Iterative, Agile sprints building on Alpha, with continuous user research.
- Delivered through Agile/Lean project methodologies, backed by DevOps processes.
- Collaborative, partnership approach to developing with performance and scale.
- Developed through open standards principles for reuse across public sector.
- Timeboxed Agile delivery in line with GDS best practice.
- Service design, service transition and go-live planning and communications.
- Full training and knowledge transfer for support teams.
- Full support for GDS Beta Assessment.
- Delivers prioritised backlog for continuous improvement/development (CI/CD) in Live.

Benefits

- Robust, security governed DevOps framework and associated processes.
- Delivered as independent Agile squads or within multi-disciplinary teams.
- In-depth knowledge of the challenges faced by the public sector.
- Considers accessibility, assisted digital and digitally disrupted service users.
- Mapping of benefits and value to prove investment case.
- Embedded KPIs to prove performance and stability in Live.
- Automated and continuous testing carried forward into Live.
- Effectively prepares support teams for maintenance and operations in Live.
- Permanent, UK-based, security cleared architects, delivery managers and developers.

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Microservices Architecture and Delivery

Description

We help organisations modernise legacy application estates, by unpicking application services and rebuilding them within a microservices architectural style. Transformed services are designed and built around a business capability, with individually deployable components, allowing for more granular release planning, delivering flexibility in data storage technologies and programming language.

Discovery

Alpha

Features

- Collaborative, partnership approach to developing with performance and scale.
- Developed through open standards principles for reuse across public sector.
- Timeboxed Agile delivery in line with GDS best practice.
- Deployable by fully automated deployment processes (CI/CD pipelines)
- Secure deployment to Azure, AWS, Google clouds
- Uses Infrastructure-as-Code and containerisation technologies (Docker, Kubernetes, Openshift).
- Reusable libraries and images for rapid development.
- Easily scalable architecture, built from loosely coupled technologies.
- Delivered through Agile/LEAN project methodologies, backed by DevOps processes.

Benefits

- Permanent, UK-based, security cleared architects, delivery managers and developers.
- Robust, security governed DevOps framework and associated processes.
- Delivered as independent Agile squads or within multi-disciplinary teams.
- In-depth knowledge of the challenges faced by the public sector.
- Considers accessibility, assisted digital and digitally disrupted service users.
- Cloud agnostic and technology agnostic approach, providing greater flexibility.
- Quicker time to market, lower development costs using library images.
- Cloud native applications, delivering lower total cost of ownership (TCO).
- Service design, service transition and go-live planning and communications.
- Full training and knowledge transfer for support teams.

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Legacy Application Modernisation

Description

We help organisations transform legacy business and mission critical applications with modern, cloud-based technology services. We examine current application capabilities and use cases, then work collaboratively to re-envision the service using PaaS/SaaS capabilities to drive down operational costs, increase resiliency and scalability, and future-proof legacy business services.

Features

- Delivered through Agile/Lean project methodologies, backed by DevOps processes.
- Collaborative, partnership approach to developing with performance and scale.
- Developed through open standards principles for reuse across public sector.
- Timeboxed Agile delivery in line with GDS best practice.
- Modernises difficult, legacy applications that still offer business value.
- Includes architecture models for serverless and microservices technologies.
- Takes account of existing investments in technology, including Microsoft 365.
- Includes data migration/archiving and full support for go-live.

Benefits

- Permanent, UK-based, security cleared architects, delivery managers and developers.
- Robust, security governed DevOps framework and associated processes.
- Cloud agnostic and technology agnostic approach, providing greater flexibility.
- Quicker time to market, lower development costs using reference architectures.
- Cloud native applications, delivering lower total cost of ownership (TCO).
- Reduces application maintenance, support, and operational costs.
- Service design, service transition and go-live planning and communications.
- Full training and knowledge transfer for support teams.

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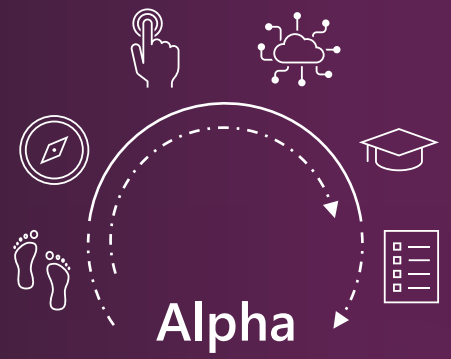
Digital Solution Accelerators

Description

Accelerate your digital transformation journey through our pre-packaged digital solution accelerators, offering pre-developed services for natural language processing, safeguarding and customer experience which can be tailored and customised to your individual business needs. Our solution accelerators allow you to explore new technology quickly and cost-effectively to support further investment decisions.



Features

- Pre-built solution accelerators that meet unique business challenges.
- Natural Language Processing accelerates development of voice-activated bots and services.
- Safeguarding helps health and social care organisations develop critical intelligence.
- The Customer Experience app targets customer preferences, delivering tailored marketing.
- Timeboxed Agile delivery in line with GDS best practice.
- Simple, intuitive user interfaces, available on any device.
- Able to integrate with other business applications where necessary.
- Ideal for proof of concept/proof of stake for further investment.
- Full support and training included in the accelerator engagement.

Benefits

- Permanent, UK-based, security cleared architects, delivery managers and developers.
- Robust, security governed DevOps framework and associated processes.
- Lower development costs through pre-packaged solution accelerators.
- Cloud native applications, delivering lower total cost of ownership (TCO).
- Able to customise to your unique needs without extensive development.
- Integrates fully with Azure Cognitive Services, and machine learning.

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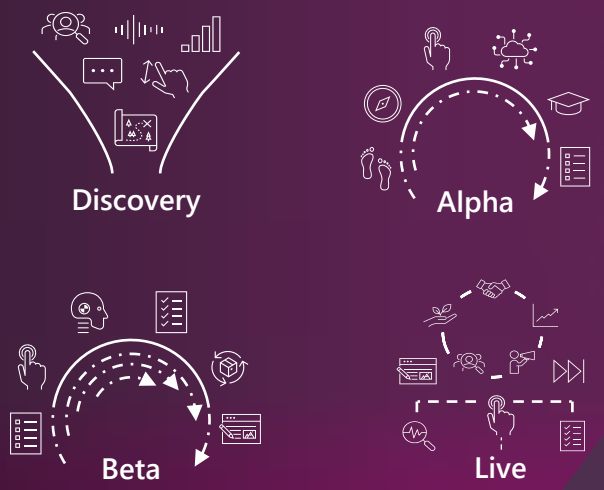
DevOps-as-a-Service

Description

DevOps-as-a-Service provides organisations with highly skilled resources to augment existing capabilities, accelerating high quality solutions and services through ideation and development into production, in a secure and controlled manner.

Deliver efficient operations, be leaner, more agile, and faster to market. Reduce the delivery cycle and increase agility.



Features

- Delivered through Agile/Lean project methodologies, backed by DevOps processes.
- Timeboxed Agile delivery in line with GDS best practice.
- Prioritised programme delivery, driving value, aligning to your digital vision.
- Provides strategy, automation and upskilling for client teams.
- User-driven development ensures the needs of service users are met.
- Fixed, stable Agile squads add value through predictable DevOps costs.
- Development skills in Azure and AWS, with open-source programming languages.
- Security controlled release processes provide control for production changes.
- Extensive, reusable libraries allow for rapid development, lowering costs.
- Provides full support for platforms and infrastructure.

Benefits

- Permanent, UK-based, security cleared architects, delivery managers and developers.
- Delivers better solutions and services faster through streamlined processes.
- Robust, security governed DevOps framework and associated processes.
- Delivered as independent Agile squads or within multi-disciplinary teams.
- Collaborative co-design, co-development approach delivers with you not to you.
- Delivers prioritised backlog for continuous improvement/development (CI/CD) in Live.
- Cloud agnostic and technology agnostic approach, providing greater flexibility.
- Considers accessibility, assisted digital and digitally disrupted service users.
- Service design, service transition and go-live planning and communications.
- Full training and knowledge transfer for support teams.

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NATS

National Air Traffic Services commonly referred to as NATS is the Leading air navigation service provider in the United Kingdom. It provides air traffic control services to 2.4 million flights annually within UK airspace. In addition to managing all upper airspace in the UK, they provide services around the world spanning Europe, the Middle East, Asia, and North America.

NATS engaged risual in 2017 to support them with their Cloud Service Provider Programme which aims to save £100m over 5 years by moving to a more flexible cloud-based delivery model. This is being achieved through the full exploitation of cloud services and the transformation of unmanaged, critical applications. risual have introduce DevOps-as-a-Service to NATS to support the transition from their traditional application development model into a more supportable and agile model.

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Problem

NATS faced several potential challenges that stressed the services and software they had developed such as: the continual increase in the number of flights and aircraft in the skies, the drive for greater efficiency and to reduce environmental impact, and the growth of autonomous aircraft. In addition, they had a requirement to make £100m of cost savings over the next 5 years.

Solution

The basis of our approach is a 5-stage plan Prepare > Evaluate > Engage > Transform > Operate, used to assess each application and deliver a new and supported solution. Initially, transforming such a large portfolio of services required a rapid development process. We recommended DevOps-as-a-Service. Once transformed, applications and services have been transitioned to risual support, where continuous improvement, through risual DevOps takes place. In the last 3 years alone we have analysed and transformed over 30 applications/services, saving over £10m for NATS. All transformed by the risual DevOps team following our DevOps framework and alignment to TOGAF Architecture Principles.

Benefits

We have supported NATS with their transformation initiative, saving them over £10m in the last three years. NATS have been able to prioritise applications/services based on cost saving, value, efficiencies, and time factors.

We have delivered using Agile to provide early ROI, speed of processes and flexible thinking, increasing end user engagement to tailor development and improve their experiences.

Reduction in the use of paper for several internal teams and the introduction of consistent tooling and methods, including a single source of truth for documentation and data.

A cost neutral service, the costs risual save NATS through optimisation of Cloud Services is more than what is required to pay for the entire service risual provides.

NATS

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Partnering with risual

Partnering in Success

Microsoft Partnership

Insights and Ideas

- Fully understand how your service operates, so that we augment and compliment your existing capabilities.
- We will match and mirror your culture to deliver exceptional customer satisfaction.
- Identify and build agility into your systems and processes to help improve efficiencies.
- Drive optimisation and enhance decision making through automation and use of data.
- Provide advice and guidance on the latest trends for people, processes and technology.
- We lead with insight, not solutions, helping you to achieve more value.
- We continually invest in new technologies to optimise costs and help meet increasing customer expectations.

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Partnering with risual

Partnering in Success

Microsoft Partnership

Insights and Ideas

- Eligible funding only available to risual as an Azure Expert MSP, in addition to regular funding from Microsoft.
- Microsoft Fast Track Ready Partner. Can help you get more from cloud productivity services (Office 365).
- Jointly hosted events and seminars with Microsoft thought-leaders and solution architects.
- Microsoft learning and education for staff and technical teams.
- Incentive schemes for both our clients and risual to help drive productivity for your people.
- Microsoft managed partner for Azure, Dynamics 365 and Microsoft 365.
- Engaged in multiple preview programmes across the Microsoft technology spectrum.

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Partnering with risual

Partnering in Success

Microsoft Partnership

Insights and Ideas

- Regular webcasts on current and emerging technology.
- Workshop and immersion days to explore use cases for new technology.
- Hackathons – rapid, three-day development cycles to deliver proofs of stake in emerging technology.
- Events with guest speakers from across our client base and technology leaders such as Microsoft.
- Partnership with Gartner for their global industry insight events.
- Active social media campaigns, with blogs, news, insights and client case studies.
- Adoption clinics to help your staff get the most from Microsoft productivity tools.

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Experts in Transformation

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