



G Cloud 12 (Cloud Support)

Service Definition

Cloud Platform Design and
Operational Support for
Biometric Services

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1) General Information

Introduction to IdentityE2E

IdentityE2E is a specialist SME, with a high calibre, delivery focussed team providing an end-to-end consultancy support service to public sector clients that are planning to deliver new cloud solutions or migrate existing solutions to the cloud.

“IdentityE2E is proud to be working in partnership with the public sector, to identify and deliver real efficiencies and operational savings and benefits for frontline services transitioning to cloud solutions”

- High Quality – We pride ourselves on delivering the highest quality services we possibly can using the latest technological innovations available to the market. We have a proven track record for delivering on our commitments to a high standard, in a timely manner within budget. We work with clients and cloud providers to ensure we are constantly reviewing emerging solutions, services and best practice
- Delivering Value – We always seek to deliver exceptional value and believe our service offerings are highly competitive for the level of experience and expertise we provide. We will seek to reduce costs by using technology to automate and innovate wherever possible and use lean processes to reduce waste.
- Continuously Improve – We believe firmly in the agile manifesto principles of continued attention to technical excellence, measuring performance and adjusting to improve. We will commit to using these principles in how we manage our services to enable increased efficiency and reduced costs.
- Collaboration – We understand the criticality of working in a highly collaborative way to ensure maximum outcome efficiency.

For further details on our company and clients please see our website:

www.identityE2E.com

G-Cloud Cloud Support Services provided by IdentityE2E

Our teams consist of IT professionals with many years' experience in successful implementation of cloud solutions.

IdentityE2E is already engaged in providing consultancy support services via G-Cloud, including working on transition of existing systems to new hosting and software cloud-based solutions.

Please note that we provide detailed, domain specific and delivery focussed support capabilities through our G-Cloud consultancy support services, delivered by a team with an enviable reputation and many years delivery experience.

Scope of this Service Definition document

The Service Definition on the following pages provide details of a specific Cloud related consultancy service that IdentityE2E is providing for G-Cloud 12 Cloud Support. Other Service Definition documentation is available via Digital Marketplace to describe alternative IdentityE2E G Cloud Support services.

2) Cloud platform design and operational support for biometric services

Service Overview

IdentityE2E can provide you with a fully managed, cost effective and experienced team to design, build and operate your cloud platform for biometric services or tailored consultancy support services to meet your requirements.

IdentityE2E is in a unique position to deliver this service to public sector Customers as our team of experts have been directly involved in all large-scale UK biometric implementations in the past three decades. IdentityE2E is also an AWS partner. This provides us with the ability to provide deep domain technical advice, support and delivery expertise covering all aspects of Identity Management / Biometrics systems and solutions design based on real-world experience

Our team have a proven track record of delivering and operating large scale enterprise cloud platforms including the award-winning Home Office EBSA platform which securely operates over 30K containers a day across three departments serving over 50 development teams and the Home Office Biometrics Platform used to support IABS and the National DNA services.

Cloud Platform and Tooling Support

Our cloud platform is based on the following features and capabilities

- Cloud Strategy
- Cloud Product Management, Product Design and Product Operations
- Automated Multi-tenancy

- Assured Landing Zone using AWS PALZ or Azure Governance patterns
- Standards and Governance
- Security and Compliance using guardrails supporting NCSC cloud principles
- Self Service tooling to enable teams to be empowered
- Elastic and highly available
- Cost Optimisation Tooling and Reporting
- Automated CI/CD pipelines (Jenkins/Concourse/Drone)
- Collaboration Tooling (JIRA/Confluence/Slack etc)
- Development and Build Tooling (Bitbucket/Github/Sonar/Packer/Terraform etc)
- Containerisation at scale (Kubernetes/ECS/EKS/KOPS)
- Serverless (including standards, pipelines and testing)
- QA/SRE
- Secure End-User Access (Workspaces/VPN)
- Back-up / Restore / Logging and Monitoring (ELK/Prometheus/Grafana/Thanos)
- Security Information and Event Management (SIEM) - Splunk
- Privileged Access Management (PAM)
- Application Performance Management (Dynatrace/App Dynamics)
- Service and Data Migration
- Cloud Transition strategies
- 24/7 L1/L2//L3/L4 support capability
- Full suite of experienced cloud professionals (Architects, Developers, DevOps, SRE, SecDevOps, QA Test Engineers, SysOps)
- Deep established relationship with AWS management and product team in UK and US

4) Other information

On-boarding arrangements

Ahead of finalising a call off order through G-Cloud for our services, we will engage with the Customer to discuss on-boarding arrangements, including:

- Measurable deliverables and milestones
- Defined outcomes
- Ownership, risks and consequences related to delivery

- Quality criteria
- Security clearance
- IdentityE2E governance, and management of our delivery team including escalation

Pricing

The pricing for this consultancy service is set out in our Pricing Document and SFIA rate card, as an attachment to our G-Cloud service listing. Please note that the day rate will vary according to the SFIA level of the service required.

AWS Partner

IdentityE2E are a registered AWS Select Partner with extensive experience of delivering and testing cloud-based services for the public sector.

Subcontractor details

IdentityE2E has a number of strategic partnerships with trusted associates that we work with on a regular basis in order to provide us with increased flexibility and further strengthen the service we can offer to customers. In some cases, we may subcontract some work described in the service description above to one of these partners. However, for the avoidance of doubt, IdentityE2E will at all times remain the prime contractor and manage the work and relationship with the customer.

5) Contact details

Contact: Mat Costick, Director

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6) Current and Previous Customers

