6POINT6

UK Government Digital Services

Design & Delivery of Digital Solutions

The G-Cloud framework allows anyone in the public sector to buy off the shelf cloud-based services on a pay as you go basis.

The Challenge

The framework covers infrastructure, platform, software and support services. The original Cloud Store, which gave access to the G-Cloud framework, needed to be updated to satisfy key requirements for a new Digital Marketplace, one which fully supported buyers, suppliers and administrators as well as reducing running costs.

Replacement Reasons Included:

Availablity

The platform was not robust enough to meet projected user volumes and an availability target of 99.9%

Capacity

Due to high data volumes beyond initial predictions; capacity thresholds and design limitations would soon be reached

Functionality

Development effort to improve the platform with new features, services and frameworks was considered to be too difficult, risky and potentially more expensive

Our response

Following a comprehensive supplier evaluation, 6point6 was awarded the contract based on our clear understanding of the problem space, our experienced multi-disciplinary team and our understanding of the benefits and practicalities when adopting user driven agile methods.

Key Benefits

Understanding needs

We ran a short 'foundation' sprint to establish a shared understanding of the projects vision, goals and problem areas.

Multi-disciplinary team

We embedded a highly skilled and experienced team (across agile mentoring, architecture, development and operations).

User Centric design approach

We built user research, evaluation and design into our weekly sprint heartbeat.

Building quality in

We used continuous integration, automated testing, collective code ownership, and pragmatic pair programming.

The outcome

Technlogies/Methods in use

RESTful web services, Groovy, PostgreSQL, Elasticsearch, Tomcat, Nginx, Continuous Delivery, Automated Acceptance Testing

Fast start

Alpha version delivered and publicly announced within 4 months of work starting.

Early success

Beta version rapidly approved and released to nominated buyer departments.

Rapid delivery

Successful deployment of a high quality, robust solution delivered using strong agile disciplines, techniques and practitioners.

Client ownership

In-house web operations team became selfsufficient thanks to the seamless knowledge transfer provided.

Service Capabilities

Agile Product Design & Delivery Software, Engineering, Web Operations

Customer delight

Increased customer acceptance and satisfaction levels achieved by holding regular user research sessions which resulted in greatly improved customer experiences (e.g. faster record search, ordered by relevance).

The final say

Former Executive Director GDS Mike Bracken said: "We are developing a whole new of way of buying digital. Modern services need to be continually iterated and improved to meet users' needs. And we need a platform that allows us to flexibly commission what we need to deliver those services, drive down cost and drive up value.

www.gov.uk/government/news/new-digital-marketplace-opens-for-business

GOV.UK

"The new Digital Marketplace, which makes it clearer, simpler and faster for the whole of the public sector to buy digital products and services when it needs to, is a vast improvement for both supplier and customer"

Francis Maude
Minister for the Cabinet Office

About 6point6

Integrating digital technology into your business can result in fundamental changes to how you operate and deliver value to your customers. To go digital is to reinvent yourself to the core, opening yourself and your clients to a world of possibilities.

6point6 is a technology consultancy. We bring a wealth of hands-on experience to help businesses, including financial services providers, media houses and government, achieve more with digital. Using cutting edge technology and agile delivery methods, we help you reinvent, transform and secure a brighter digital future.

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