

SEAMLESSLY MIGRATING TO AWS FOR A MORE RELIABLE, FLEXIBLE AND COST EFFECTIVE HOSTING SERVICE

About the Foreign, Commonwealth & Development Office

The Foreign, Commonwealth & Development Office (FCDO) is a ministerial department supported by 12 agencies and public bodies. They promote the interests of British citizens, safeguard the UK's security, values, reduce poverty and tackle global challenges with their international partners. Kainos and FCDO have been collaborating for over six years and have developed a genuine partnership through delivering and supporting digital transformation of customer facing services and moving to cloud.

A new hosting service to reduce manual maintenance and costs

FCDO wanted to replace its legacy hosting service for two critical services they offer British citizens – Emergency Travel Documents and legalising UK citizen documents. The new hosting service needed to reduce the requirement for repetitive, manual maintenance, drive cost efficiencies and improve the services being provided to the public. Our challenge was to migrate the services over to AWS quickly and seamlessly. Additionally, as this project was being carried out during the height of the COVID-19 pandemic, there had to be minimal downtime as it was providing an essential service to British citizens.

Leveraging PaaS for an improved hosting service experience

Our goal was to provide FCDO with a more modern hosting service and by migrating to AWS we were able to leverage its Platform as a Service (PaaS) offerings which meant that FCDO would be able to run the new service with less time, effort and money expended supporting and maintaining the services.



Seamless distributed agile delivery

Having worked closely with FCDO in the delivery of these services, our insight into how the services ran allowed us to highlight key areas for improvement that could be addressed during the migration. We leveraged our strong partnership with AWS to ensure that we were harnessing all of the key AWS PaaS components that would provide FCDO with an improved hosting service. This project was delivered in an agile, iterative fashion allowing us to complete the migration of critical services within tight timeframes. Delivery of the project also had to be completed remotely due to the COVID-19 pandemic with the critical services being migrated seamlessly and efficiently through online planning and delivery sessions.

Outcomes

50%

Reduction in hosting and support costs

4 months

From design to go-live

1 hour

Service interruption to seamlessly and remotely migrate the critical service



Enabled and supported FCDO in aligning their portfolio to their AWS hosting strategy



Savings re-invested in service improvement



Fully managed service including AWS billing and account management



Strong partnership strengthened with FCDO with additional migration projects planned

// It has been a great experience to partner with Kainos on a recent cloud migration. This is an essential service for British citizens and Kainos' agile approach ensured the project was delivered safely, securely and on time. Given the challenging circumstances of COVID-19, we were particularly impressed with Kainos' strong focus and ability to deliver when it mattered.

Foreign, Commonwealth & Development Office
Digital Transformation Team