



BP DTS Ltd

Providing digital technology
services to DWP



Our Services
Bringing digital to life

Engineering & Software Testing

Our Purpose

Engineering digital solutions to modernise the UK welfare system

Working with other experts at DWP Digital we're reshaping the digital landscape of UK government. Our people, our biggest asset, use their expertise to help build secure and intuitive digital services used by million of UK citizens.

- We build and test quality, reliable and accessible digital services using a range of software to meet the needs of people using them.
- We write code to create applications and infrastructure, with automated and manual testing being used to make sure it works, is high quality and bug free.
- We use cutting-edge design, data and a full range of innovative technologies to try out new ideas, experiment, iterate and innovate at pace.



Our Customer

Harnessing the potential of people and technology

With other experts across DWP Digital, we work together in multi-disciplinary teams to achieve shared goals. This unique relationship means:

- we have a detailed knowledge and understanding of DWP's technology estate that is unrivalled in the market
- we understand and work seamlessly with DWP's business processes and engineering practices
- we can make long-term investments to build our engineering community's capabilities and services they offer
- our people's expertise is valued and we're seen and treated as a trusted partner at DWP Digital – increasingly taking on new, more complex and valuable things to do
- we have the agility of a small lean organisation, are able to respond quickly to external changes, deliver value for our customer and stay ahead of the game



Our People

Ensuring digital services operate, supporting citizens, around the clock

Based in vibrant digital hubs across the country, we're embracing agile ways of working to ensure what we deliver meets and exceeds our customer's needs.

Our people want and need to keep up with fast paced changes in digital technology to be masters of their craft. An excellent range of learning and development is available to tap into, which helps our people to build their skills and develop their careers.

Every one of our people is different. We care about what's going in their lives and want to help them be happy and healthy, both at and away from work. We value people for their differences and will do everything we can to create a positive, safe and healthy environment for everyone to be themselves.

We believe in celebrating successes together, and recognising and rewarding our people for their creativity and commitment.



A photograph showing a person from the side, focused on their work. They are using a laptop that displays a code editor with syntax-highlighted text. In the background, there is a large external monitor and various office supplies like a water bottle and cables, suggesting a professional development or IT environment.

Our team of experts
work tirelessly to
ensure DWP's digital
services deliver excellent
experiences for citizens
and colleagues.

Our Services

We engineer solutions for services that pay billions of pounds to citizens each year

Cloud Migration

Drive the adoption of cloud-based infrastructure and techniques to deliver operational improvements and efficiencies to core services, using:

- crown hosting
- major public cloud providers
- virtualisation
- containerisation
- infrastructure as code
- platform as a service

Software Engineering

Deliver high quality systems, features and services incrementally using agile and waterfall processes, including:

- continuous agile delivery
- test driven development
- continuous integration
- API development
- microservices architecture
- DevOps tooling and mindset
- legacy system remediation
- microservices

DevOps

Enable the accelerated delivery of high quality systems and services through the adoption of DevOps tooling and techniques, including:

- implementing automation tools to support continuous delivery
- implementing site reliability engineering approaches
- re-engineering system delivery and governance processes to support a DevOps model
- coaching delivery teams in the adoption of lean delivery
- inspection and monitoring

Our Services

We engineer solutions for services used by over 80,000 DWP employees each day

Site Reliability Engineering (SRE)

Combining software and systems engineering to build and run large-scale, massively distributed, fault-tolerant systems. SRE ensures that internally critical and externally-visible systems and services have reliability and stability which yield high availability.

- maintaining capacity and performance.
- implementing useful metrics gathering and alerting to support continuous monitoring
- implementing site reliability engineering practices on legacy systems
- reengineering system delivery and governance processes to aid site reliability
- coaching software delivery teams in the adoption of DevOps

QA & Testing

Assure the quality of new systems, features and services through the adoption of good practice and tools, including:

- test automation tools which support continuous integration and delivery
- test driven development techniques
- performance and vulnerability testing
- UX and UI testing

Contact Centre

Deliver integrated, multi-channel enterprise contact centre capabilities, including:

- Voice over IP telephony
- workflow automation
- workload management
- ticket management and routing
- multi-channel CRM
- performance management
- analytics

Our Services

We engineer solutions that route over 75 million calls each year

End User Computing

Deliver integrated enterprise-wide end user computing services, including:

- fixed end user devices
- mobile end user devices
- unified messaging services
- application delivery and compliance
- end point technologies

Cyber Security

Deliver cyber security solutions and services to protect DWP and its customers from cyber threats, vulnerabilities and data breaches, including:

- firewalls
- Virtual Private Networks
- security infrastructure event management
- advanced persistent threat management
- vulnerability scanning and management
- encryption and authentication

Data Centre Operations

Deliver large scale data centre solutions, including:

- data centre fabric
- structured cable design
- physical security
- operational process design and operation
- operations management tooling
- infrastructure discovery and configuration management
- network, system and application monitoring and event management

Across more than 180 different applications, we're involved in writing, testing and improving millions of lines of code.

“Our engineers work together in multi-disciplinary teams within DWP Digital Group to accelerate the transformation and modernisation of an incredibly complex digital landscape.

We’re actively implementing high quality digital citizen services, ready for today and prepared for tomorrow.”

Stuart Taylor

Engineering & Software Testing Digital Service Practice Lead





Contact

For more information about our services please contact:

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