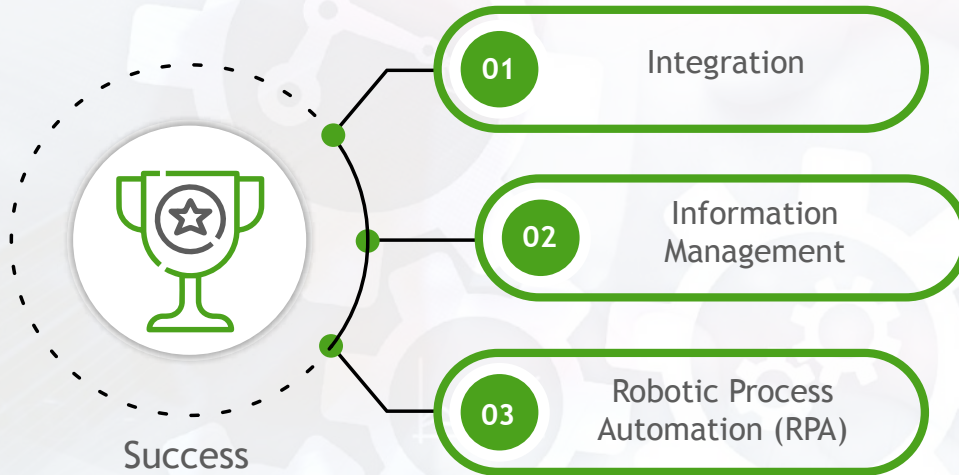


Infomentum Service Definition Document

GCloud 14

May 2024

About Infomentum



We bring together the power of **integration, information & automation** to help businesses perform better.

What makes Infomentum stand out is a unique combination of expertise in these 3 leading technologies

Values, Purpose and Niche



Values

We have a can do attitude
We are committed
We are collaborative
We strive for quality



Purpose

We help businesses perform better



Niche

We connect systems and automate processes.



Founded in	Project Success	Employees	NPS	Customers
2007	100%	60+	74	60+

Overall services



Customer Experience

- ✓ Deliver rich CX
- ✓ Customer journey mapping
- ✓ Omni channel engagement



Data Analytics

- ✓ Data analytics and visualization
- ✓ Monetize your data
- ✓ Business insights



Technology Implementation & Delivery

- ✓ Technology integration and implementation
- ✓ Agile delivery and training
- ✓ Ideas generation and rapid prototyping
- ✓ Continuous improvement



Content & Process

- ✓ Enterprise content management
- ✓ Digitize your processes
- ✓ Target personalized and relevant content



Managed Services & Cloud

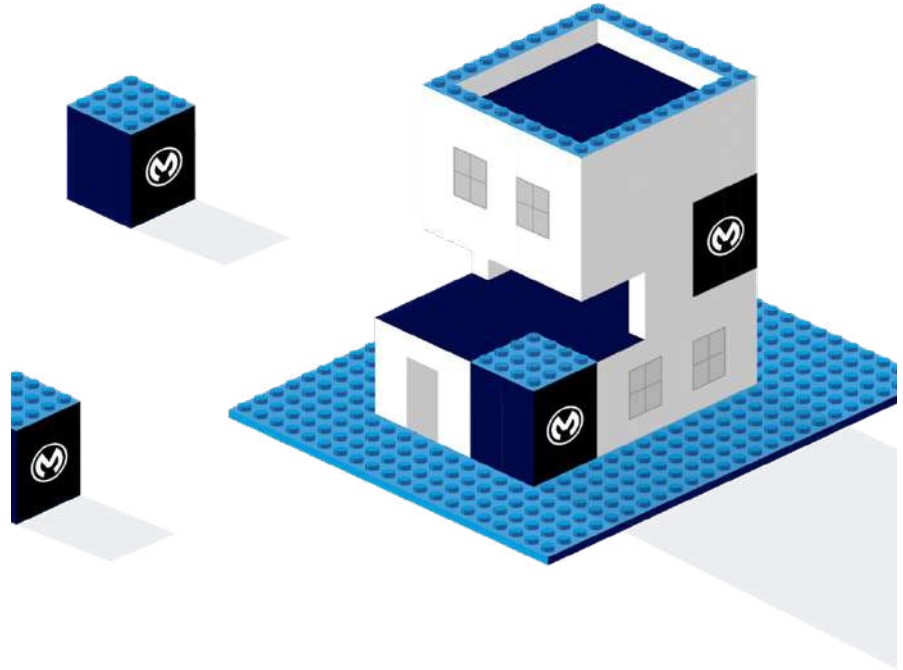
- ✓ Data center transformation
- ✓ Cloud hosting



MuleSoft API & RPA service

Our MuleSoft capability

- Certified MuleSoft Implementation and Training Partner
- Certified Salesforce Implementation Partner
- 50 days of acceleration from our MuleSoft Knowledge Base
- API complexity matrix to calculate build for full transparency
- Integration experience in various industries, including Higher Education, Local, Central Government and Financial Services



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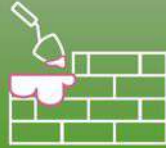


Integration framework



DISCOVERY

- BUSINESS CONTEXT
- STAKEHOLDER ENGAGEMENT
- END STATE VISION
- PROJECT FOCUSED SYSTEMS & DATA LANDSCAPE
- DETAILED PLAN



FOUNDATION

- DELIVERY METHODOLOGY
- PROJECT ENGAGEMENT
- CONTINUOUS INTEGRATION
- SECURITY PRINCIPLES
- STANDARDS
- ENABLEMENT
- MOBILISATION



DESIGN

- API-LED DESIGN
- INTEGRATION PATTERNS
- API SPECIFICATION
- APPLICATION NETWORK FOUNDATION



OUTCOMES

- VALUE DRIVEN APIS
- CENTRE FOR ENABLEMENT (C4E)
- GOVERNANCE
- INITIAL ROADMAP

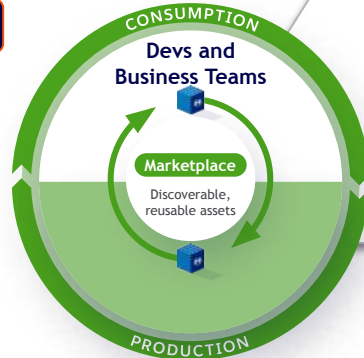
Not just technology

Composable Enterprise Vision

All 3 pillars are required to build and manage a composable enterprise, which is integral to our customers' digital strategies

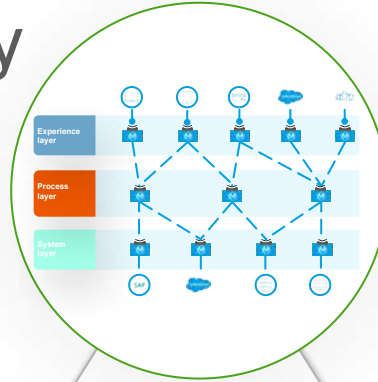
3. People Enablement

Proven C4E operating model based on enablement and collaboration that drives self-service, reuse & innovation across business & IT



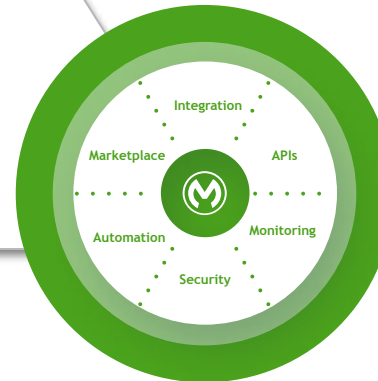
1. Proven Process

Proven API-led connectivity & methodology for building a composable enterprise by unlocking data (no matter where it resides), decoupling services faster, and establishing an architecture built for change

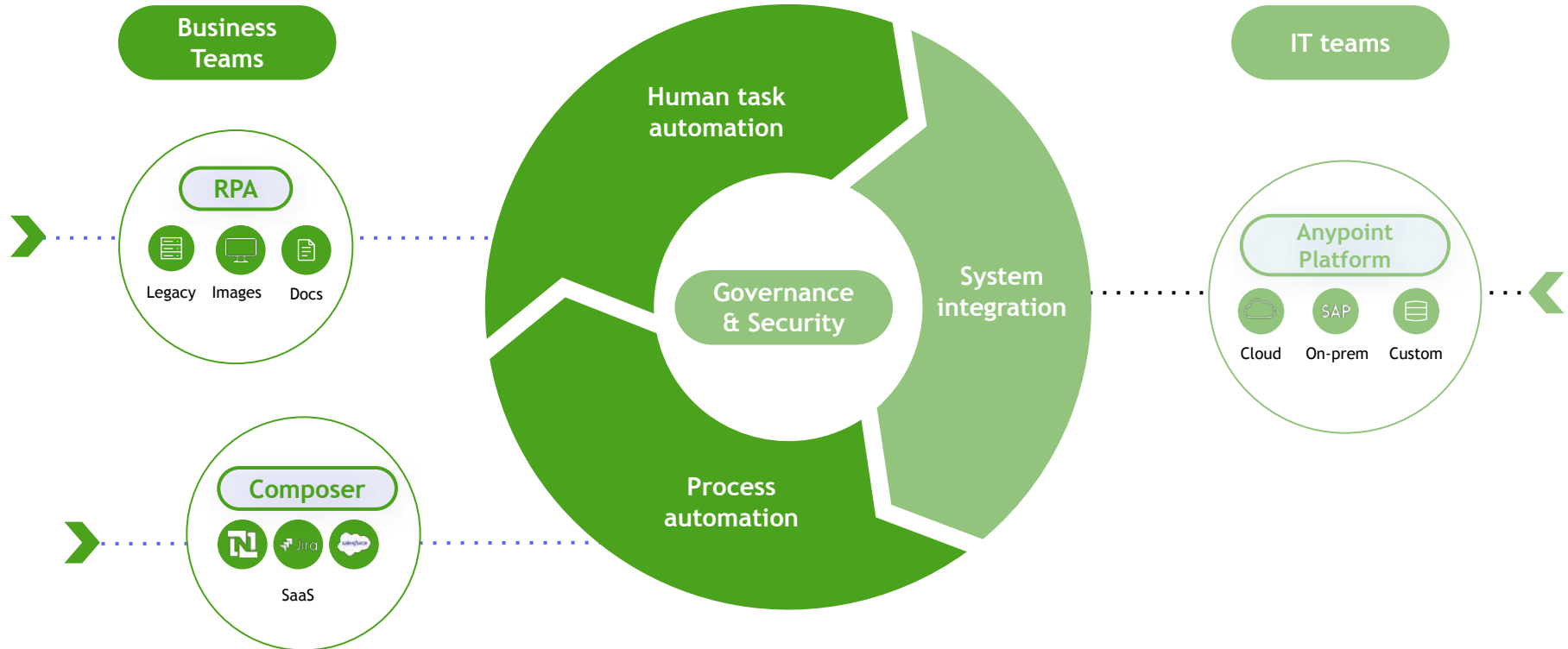


2. Unified Platform

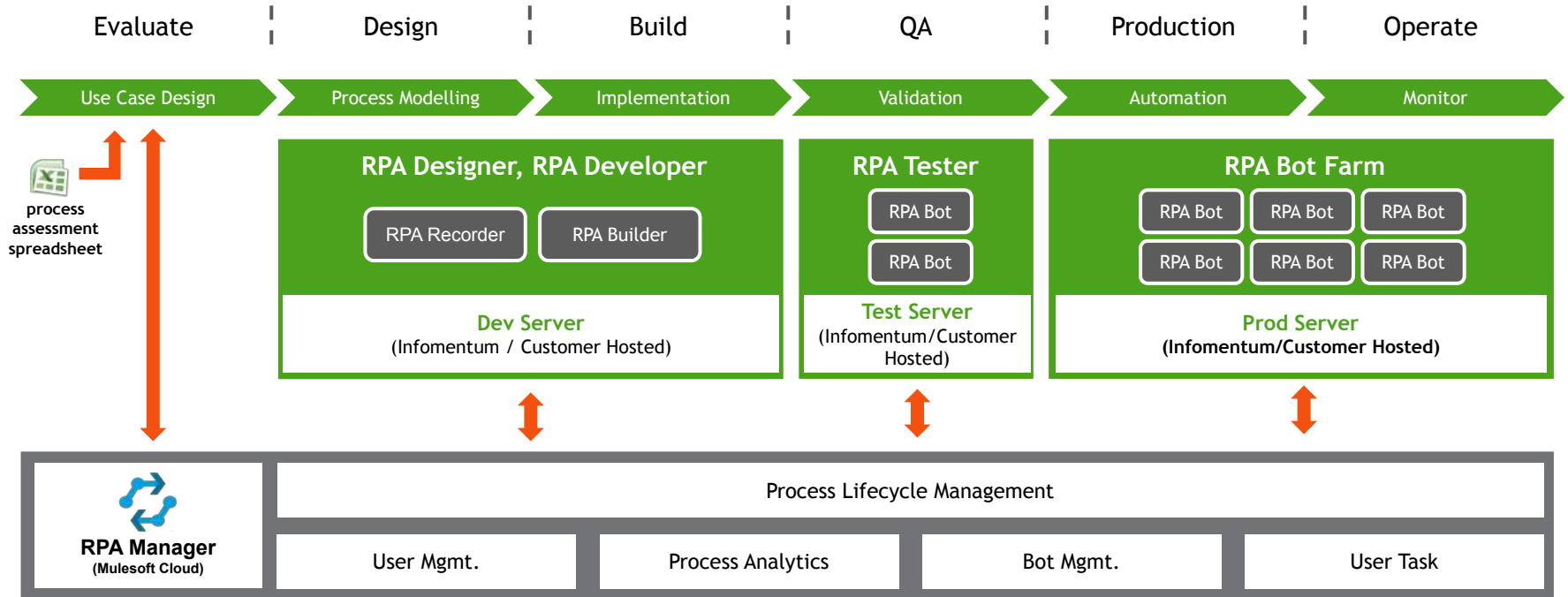
One platform instead of many - only unified platform for integration, universal API management, automation, API ecosystems, hybrid deployment, full SDLC & no code/low code dev



Meeting your automation needs



RPA Delivery architecture





Magnolia service

Our Magnolia service



One

60 UK-based FT staff
Off-shore ramp up capability



Four

Strong verticals: Government,
Housing, Defence &
Aerospace, FS, HE & Not for
Profit



Seven

24/7 Managed Service &
Support Capability
Based in the UK



Two

Magnolia Gold partner
NPS score of 74



Five

Domain specialists: Public
Sector; Finance



Eight

ISO 27001 Certified
Cyber Essentials Plus Certified
SC cleared resources



Three

BAE Systems is the first
Magnolia customer



Six

Integration with MuleSoft
RPA with MuleSoft Automation
CX with Salesforce

Our Magnolia service

Automated content migration

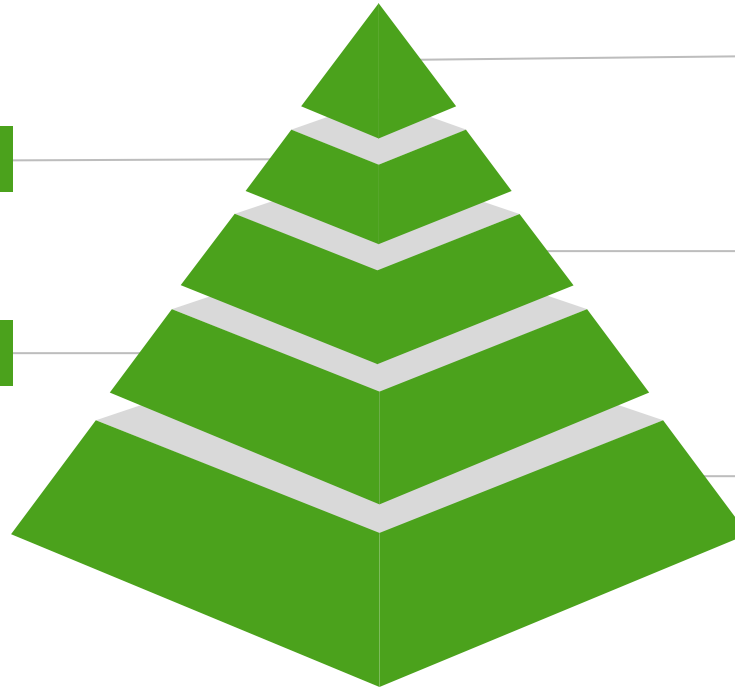
Whether you are upgrading to a new system or moving to the Cloud, your data needs to be validated, cleaned and mapped before it can be transferred.

4

Semantics & search

Semantics can add multiple dimensions to a complex content repository and enhance search for your users.

2



24/7 Support & managed service

Our experienced team will monitor, manage and maintain your service to our agreed levels of availability and performance.

5

API-led integration for DXP

By structuring, processing and aggregating all your disparate sources we can help you achieve a single point of access to your ever-growing wide range of information sources.

3

Design & implementation

Whether it's a web channel, mobile access or omni-channel, we always approach it from the user's perspective.

1



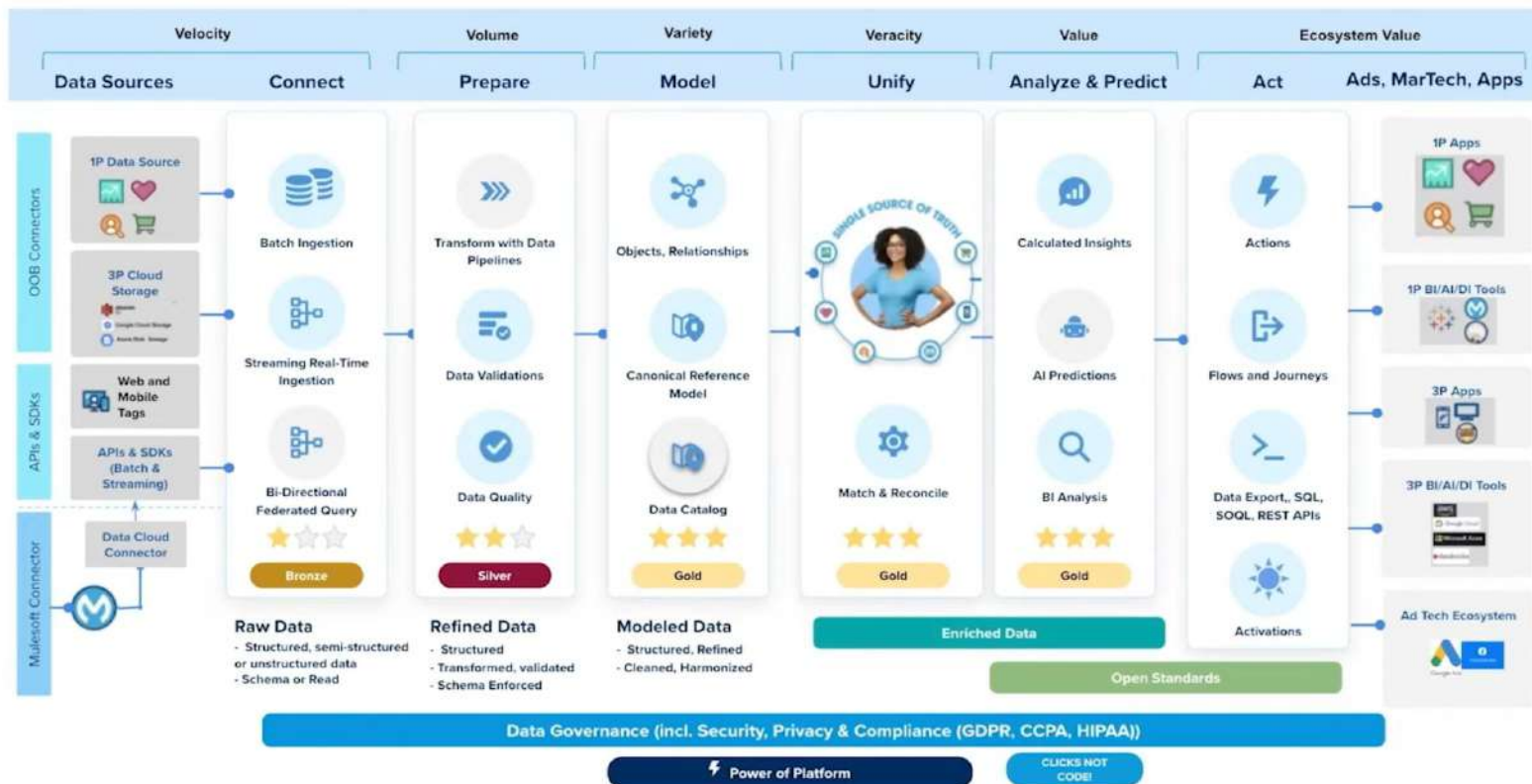
Salesforce Data cloud service

Salesforce data cloud

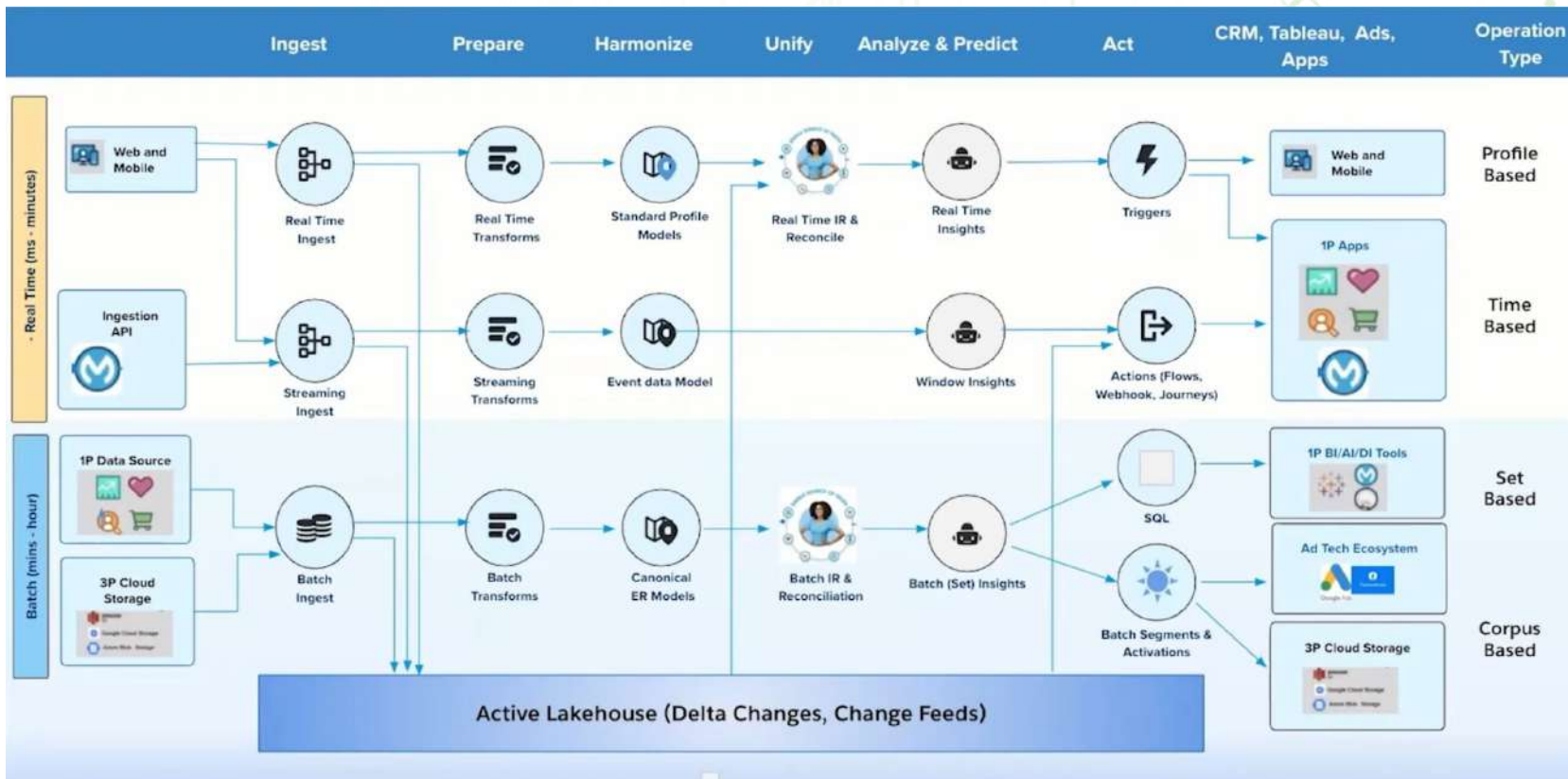
How Salesforce Data Cloud Works



Our data cloud service



Our data cloud service





Salesforce service

Salesforce for public sector implementation

**Get the benefits of government CRM
 powered by Salesforce.**

70%

**reduction in call
 volume***

Salesforce helps government agencies decrease cost to serve by deflecting case loads to self service and digital channels.

20%

**increase in worker
 efficiency***

Salesforce helps government agencies automate administrative tasks to improve worker productivity.

104%

return on IT investment*

Salesforce helps government agencies realize the value of their IT investments with increased productivity and reduced costs.

*Forrester Total Economic Impact of Salesforce Case Management for Government.



Appian service

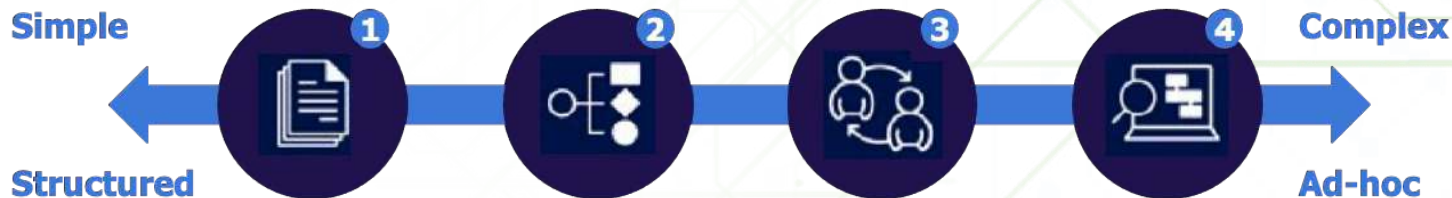
Appian service

One platform: three different approaches



Appian case management

Not all casework process are equal

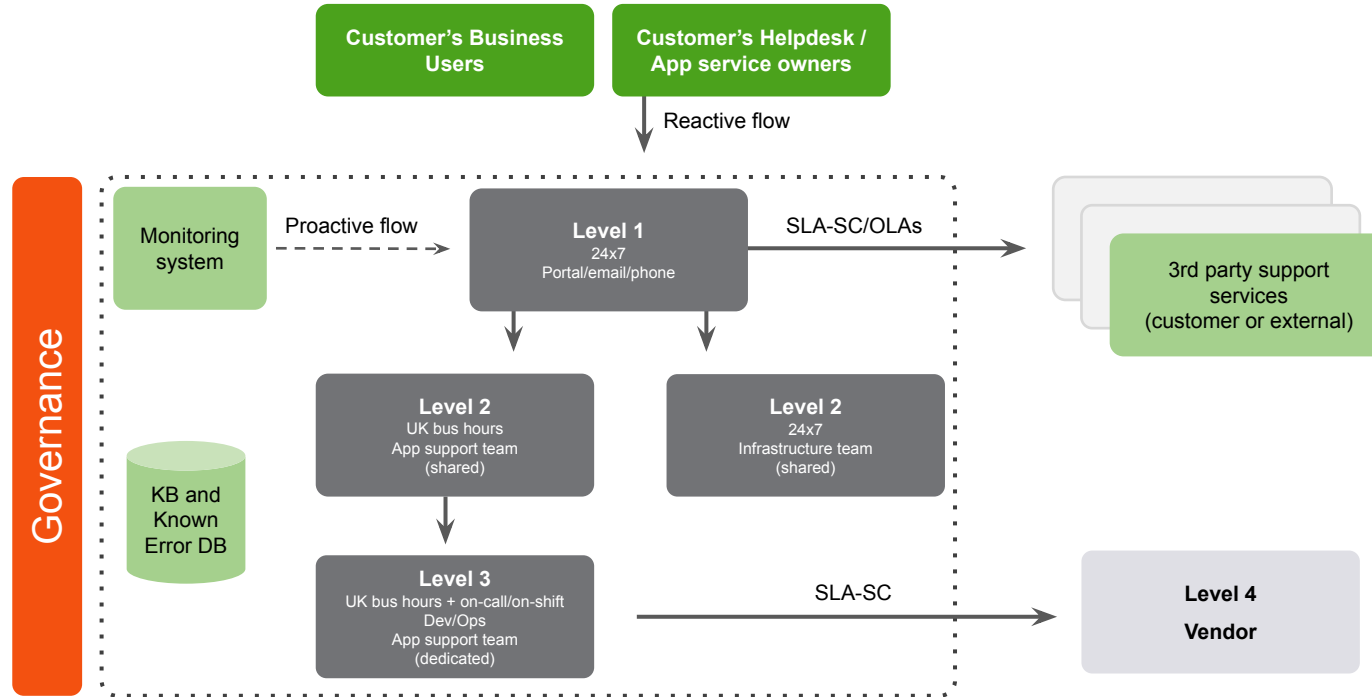


	'Service Request'	'Process to Decision'	'Incident Management'	'Investigations'
What it is	Approval cycles. Customer service interactions requiring conformance to SLAs.	Relies heavily on structured rules and processes.	Organizational process to mitigate risk by identifying and resolving incidents. Largely proactive but can be reactive.	Reaction to a specific event or circumstance. Collect and process evidence and capture/analyse info from docs,, interactions, etc.
Examples	Citizen service. Claims management. Ongoing maintenance.	Regulatory compliance. Provide detailed tracking and reporting of outcomes.	Dispute management. Emergency response. Maintain comprehensive records for risk mitigation.	Legal investigation. Analyse results and change future behaviour.
Characteristics	Relatively high degree of structure needed. Cases evolve and may escalate.	Follows predictable path. Compliance with changing rules, policies, and procedures	Flexibility to manage rare and special incidents that require unique workflows. Cross-team/org collaboration.	Reactive: it takes place over a long period of time. Low-structure process: context is built from many variables



Support framework

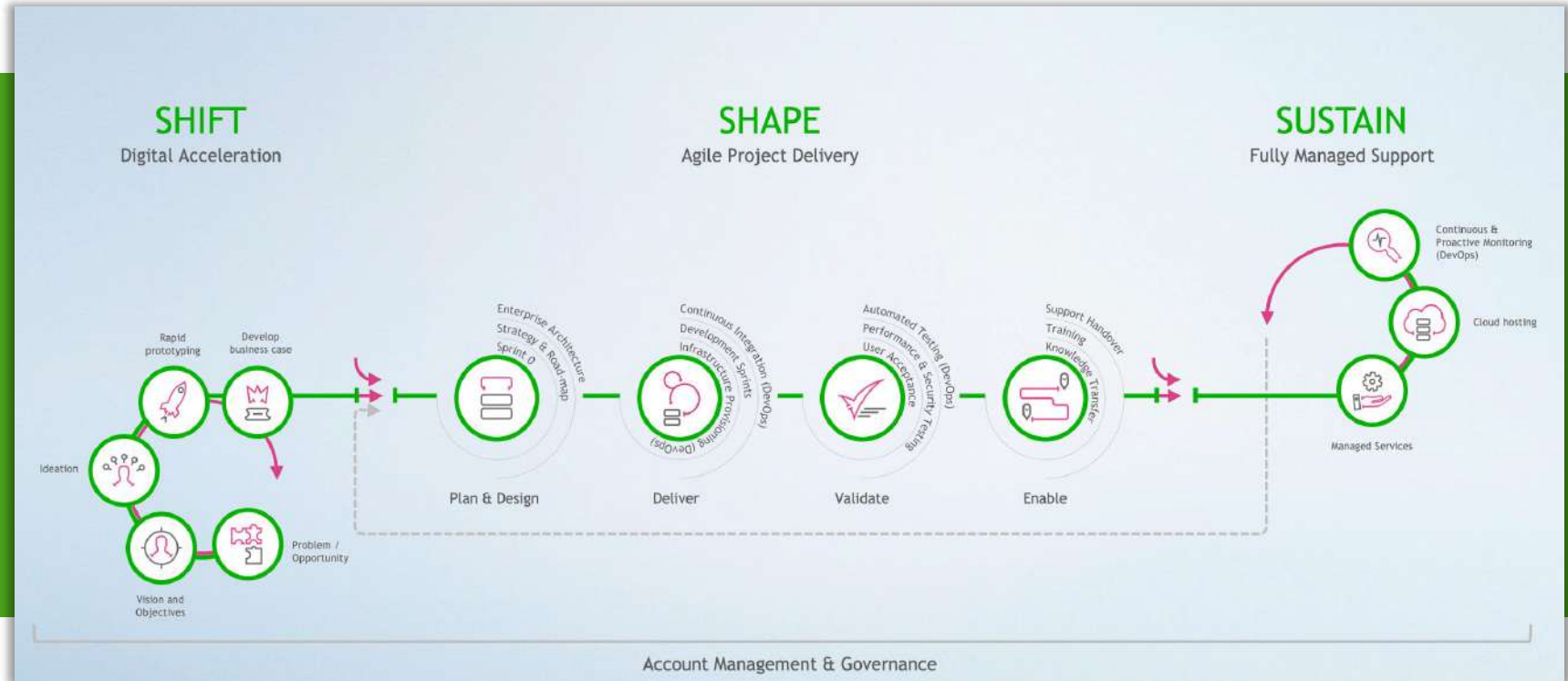
Support framework



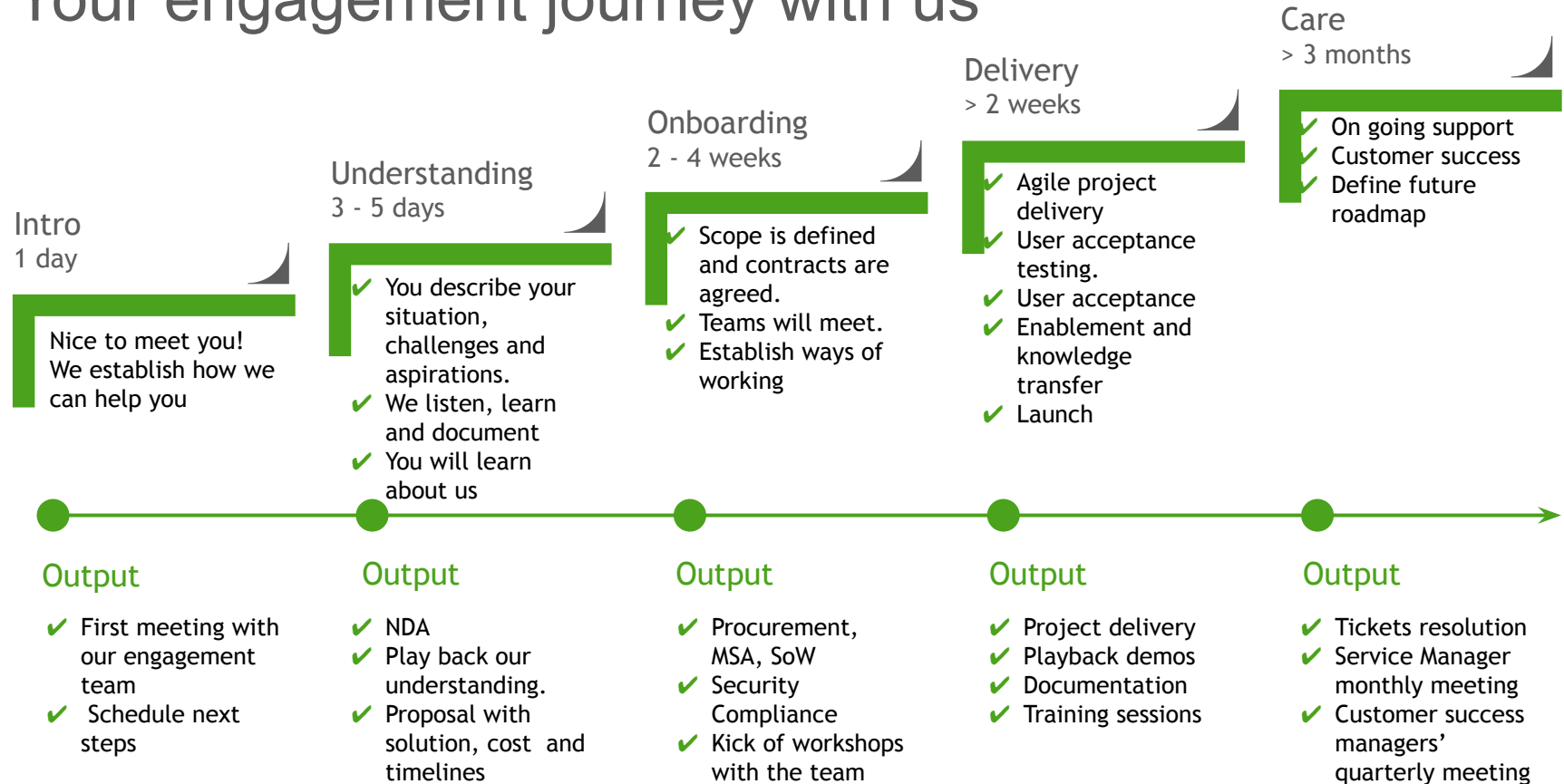


Engagement framework

Our Overall Engagement Framework

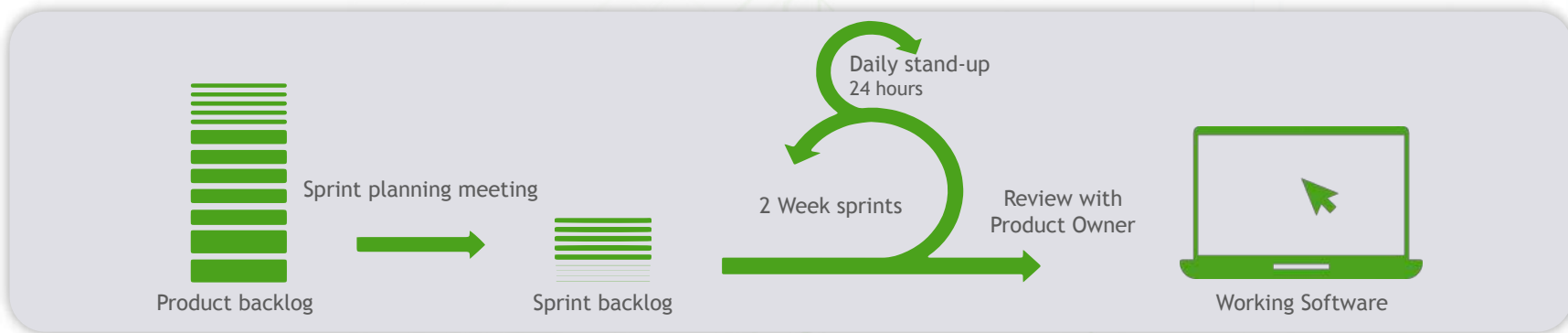


Your engagement journey with us



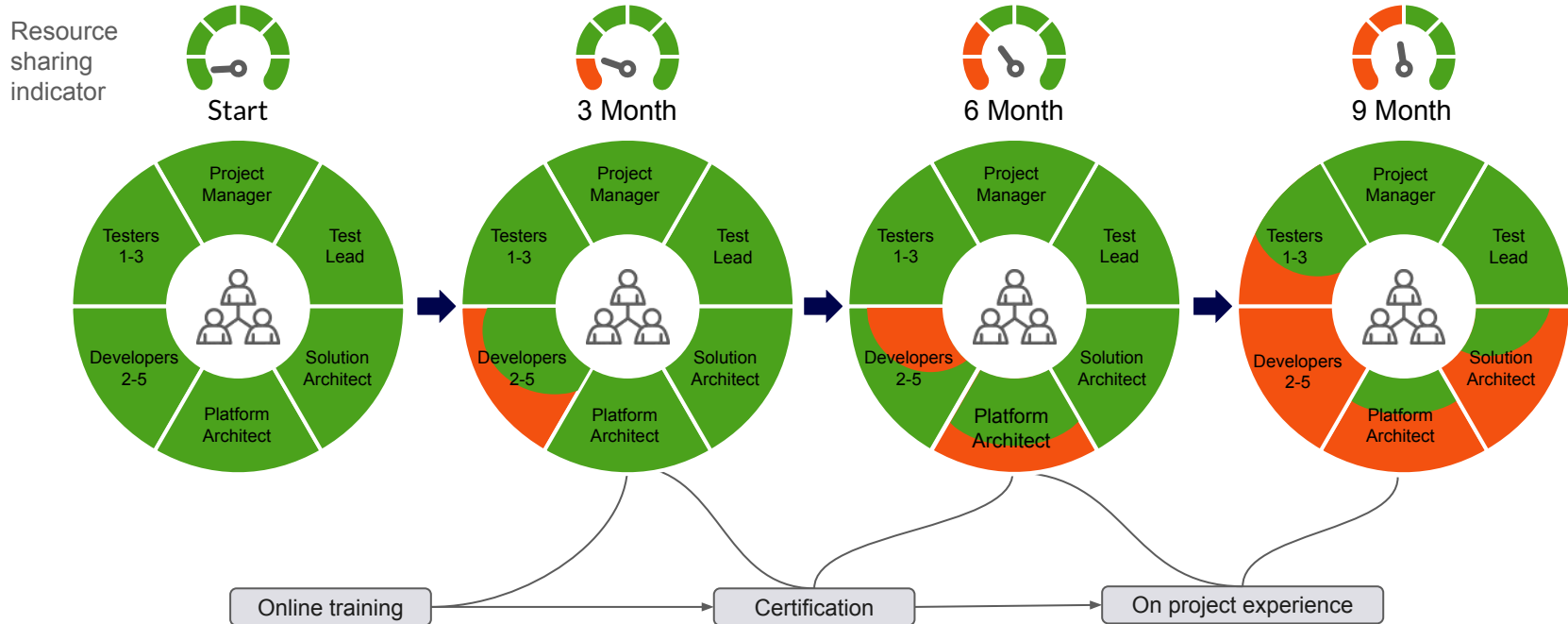
Our delivery approach

1. Vision, Success criteria are agreed and measured at the outset.
2. Stakeholders are identified and engaged across business and IT.
3. Infomentum typically work in an iterative and agile way delivering in 2 week sprint cycles.
4. Jira & Confluence is used by Infomentum for managing delivery and documentation.
5. Sprint playbacks provide opportunity to gain early feedback.
6. Enable the customer throughout the process



Delivery Structure & Enablement Approach

Infomentum Resource
 Your Resource





Customers & case studies

Business users flying securely
through the cloud

DXP
Composable
global digital
platform

Migrate
from legacy
Oracle platform

“Infomentum gives us the agility and flexibility we need to run a complicated and ever-changing site that has to cater for many different audiences.”

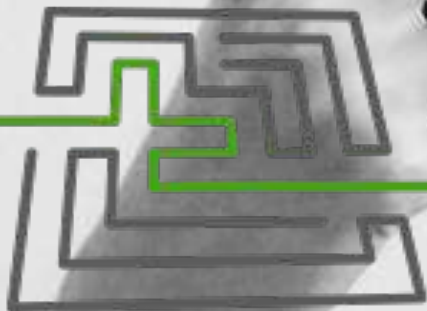
Dean Clarke (Head of Group Digital Communications)

400

integrations
in vision

3

lighthouse
projects



The economics of graduate outcomes,
resits and courses

HM Land
Registry



62.86%

API reuse
rate

3
1680

development
hours saves
due to reuse

API-led economy by connecting backend
systems

Infomomentum

➤ Making change work



GUILDFORD
BOROUGH

80-82%

support
conversion
rate

Paving the path for connected resident services

“Infomentum’s vision for Guildford Borough Council was tailored to specific aims that the Council have for data management, systems integration, and security.”

Robert Spiers (Data & Application Manager)

Infomentum

➤ Making change work



CHESTERFIELD
BOROUGH COUNCIL

Real-time housing and tenancy management

42%

reduction in
complaints

In 6

months,
paper to
instant

“Our strategy focused on our internal process with the intent to serve our customers better. I see Salesforce like a jigsaw that helps us fit all of the pieces together”

Rachel Felix (Digital Programme Manager)

Infomentum
Making change work



Providing citizens with information
at each stage on crimes reported

12
weeks to
deliver

1st
of it's kind
for forces



Interoperability between healthcare providers and the NHS

80k

people supported per year

26

services nationwide



“They took the time to understand our ambitions and suggested a strategy. We are in our first project, and it’s the smoothest I’ve seen in my 20-year-long career, which says a lot!”

John Slator (Head of IT)

Our customers

Utilities & Automotive



Health Sciences



Finance & Insurance



Media & Telco



Retail & Business Services



Not for Profit



Government



Higher Education



Police & Security



Defence & Aerospace





Thank you