



Service definition

G-Cloud 14

Our focus is supporting local government and the public sector create and deliver better services using modern technology and ways of working. We build strong multi disciplinary teams and leave a legacy of confident innovation.

Our approach

Discover

No two organisations are the same. We have a range of assessment tools to establish digital readiness. We'll work with you to identify, evolve and scale internal methodologies and successful practice - taking the time to really understand the challenges facing your organisation.

Refine

Digital tools allow for small incremental improvements. We'll help you build processes to learn from your data: experiment, measure and analyse - maximising the benefits from your digital strategy and unlocking future opportunities.

Accelerate

We'll start quickly and help you learn fast, building on your existing strengths and giving you additional capacity where you need it. We'll help you grow at the right pace, avoiding the pitfalls as you scale. Less reports, more progress.

Sustain

When projects are completed it is natural for the foot to come off the gas and the weeds to start to grow. Our ongoing mentoring, coaching and consultancy provides a critical friend, trusted advisor, or subject matter expert when you need it.

Giving you a tailwind at every step of your digital transformation

Cloud Service Development and Optimisation

We offer end-to-end development, maintenance, and support services to empower local government to deliver efficient and accessible online experiences to their citizens. From registration of births, deaths and marriages, to waste management solutions, we provide bespoke, user-friendly digital tools that integrate with back office systems, allowing for seamless service delivery.

Needs Assessment

- Consultation with your stakeholders to identify specific requirements, challenges, and objectives.
- End to end service analysis of existing systems and infrastructure to determine integration points and potential improvements.

Application Development

- Implementation of bespoke features such as interactive maps, online forms & bookings, payment gateways, and administrative dashboards.
- Our first focus is to create a friendly user experience (UX) to ensure accessibility, ease of navigation, and responsiveness across devices.

Integration Services

- Integration of the web applications with existing back office systems, CXM platforms, databases, and third-party APIs.
- Seamless data flow and synchronisation between different platforms to ensure consistency and accuracy.

Security and Compliance

- Implementation of robust security measures to safeguard sensitive data and protect against cyber threats.
- Adherence to relevant industry standards and regulatory requirements, such as GDPR and WCAG accessibility guidelines.

Maintenance and Support

- Flexible hosting options to best suit your needs. Ongoing monitoring, maintenance, and optimisation of web applications to ensure optimal performance and reliability.
- Updates and upgrades to incorporate new features, security patches, and technology advancements.
- Provision of mechanisms for data export and migration if you are looking at switching provider for your line of business (LOB) systems.

Training and Documentation

- We prioritise embedding staff knowledge and digital skills so include provision of training sessions for staff on how to use and manage the web applications effectively.
- Creation of documentation where necessary including user guides to facilitate self-service and troubleshooting.

Benefits:

- Enhanced citizen engagement and satisfaction through user-friendly online platforms.
- Improved operational efficiency and cost-effectiveness for local government processes.
- Increased transparency and accessibility of government services and information.
- Mitigation of security risks and compliance with regulatory standards.



Discover - **Accelerate** - **Refine** - **Sustain**

Low Code Platform Support

Our Low Code Application Platform Support service offers comprehensive assistance and maintenance for organisations utilising low code development platforms to build, deploy, and manage business applications. We recognise the need for flexible digital services to meet the wide ranging service provision within Local Government, and our support in low code enables you to rapidly build, deploy, and manage custom applications that streamline processes, enhance citizen services, and drive digital transformation.

Platform Consultation

- Consultation with your stakeholders to identify specific requirements, challenges, and objectives.
- Assessment of available low code development platforms to identify the most suitable solution based on functionality, scalability, and cost-effectiveness.

Development and Customisation

- Design and development of custom applications within a variety of low code platforms, including waste management, registrations, leisure and culture, licencing, planning, economic development.
- Customisation of pre-built components and templates to meet specific workflows and requirements.

Training and Knowledge Transfer

- Provision of training sessions for administrators, developers, and end users to maximise the utilisation of low code platforms to improve service delivery.
- Embedding digital skills and transformation mindset, supporting teams of business analysts, low-code platform developers to grow and develop.

Integrations Exploration

- Integration of low code applications with existing systems, databases, and third-party APIs to ensure seamless data flow and interoperability.
- Implementation of data synchronisation mechanisms to maintain consistency across systems.

Benefits:

- Accelerated application development with reduced reliance on traditional coding methods.
- Cost-effective solutions tailored to the specific needs and budget constraints of local government entities.
- Improved agility and flexibility to adapt to changing citizen needs and regulatory requirements.
- Enhanced collaboration and communication across departments through centralised application management.
- Dedicated support and expertise to navigate technical challenges and maximise the value of low code development platforms.

Discover - Accelerate - Refine - Sustain

Case

Mid Ulster District Council, formed in 2015 from the merger of three councils, serves a diverse population across urban and rural areas. With a rapidly growing population and a vibrant business environment, the council aimed to accelerate its digital transformation journey.

Background

Mid Ulster District Council partnered with Tailwind Digital to develop a comprehensive Digital Transformation Strategy. The goal was to leverage technology as an enabler for broader organisational culture and process improvements.

Challenge

The council sought to ensure widespread ownership and engagement in the digital transformation process. Tailwind Digital's challenge was to inspire collective responsibility across the organisation and foster a culture where digital excellence became the norm.

Solution

Tailwind Digital crafted a tailored Digital Transformation Strategy for Mid Ulster District Council, aimed at enhancing outcomes for residents, businesses, and visitors. The strategy garnered widespread support across all levels of the organisation, instigating a shift in ambition towards embracing previously perceived challenges as integral to the strategy.

The strategy outlines clear visions and actions across three key areas:

- **Digital Culture, People, and Capability:** Cultivating digital leadership and fostering confidence with new technologies.
- **Digital Services:** Prioritising seamless, data-driven digital services while ensuring accessibility for all.
- **Digital Infrastructure:** Investing in modern tools to enhance communication, service delivery, data analysis, and automation.

For further details, the complete strategy is available on Mid Ulster District Council's website. Now, the Council is focused on implementing the strategy's recommendations and fostering a culture of continuous improvement.

“The challenge was for every part of the organisation to recognise its responsibility within digital transformation – to bring them to recognise that this strategy belongs to everyone. Tailwind Digital challenged everyone to sit up and take notice and that this is part of every service provider’s role, not just on one particular person in the organisation.”

Barry O’Hagan Head of Information Technology, Mid Ulster District Council

End to end cloud support for grant making organisations

We support end to end programme management solutions designed for grant making organisations including Combined Authorities, Local Authorities, Housing and Transport Authorities. We help implement technology that allows you to deliver for the communities you serve, from open-source solutions such as Open Project System, OPS, to other commercially available solutions.

Business Analysis

- Consultation with you and your stakeholders to identify specific requirements and challenges, in end to end grant lifecycle provision.
- Development of user stories and assessment of technology providers, to understand best fit to your organisation. We will explore opportunities and scope for bespoke development to streamline your internal processes and improve delivery.

Bespoke Development

- Design and development of bespoke customisation of open-source solutions, such as GLA-OPS. We strive to ensure friendly user experience (UX) to ensure accessibility, ease of navigation, and provision of simple functionality that supports grant providers and grant recipients to focus on delivery.

Configuration and Implementation

- Support with the implementation of off-the-shelf grant and programme management solutions, including supporting migration of data, system configuration and staff onboarding.

Training and Knowledge Trransfer

- Provision of training sessions for programme and project officers, grant recipients to maximise the utilisation programme and grant management platforms to improve service delivery.

Integrations

- Integrations with existing systems, databases, and third-party APIs to ensure seamless data flow and interoperability.

Reporting and Dashboarding

- Provision of reporting and dashboarding with programme level data, combining data from your core business systems in one accessible place. Enabling you to gain a clear picture on programme spend, project milestones, risk, and outputs. So you can measure and track the impact of your funding over time and by geography.

Ongoing Support and Maintenance

- Ongoing support and advice with your grant and programme management systems, including provision of a managed service for bespoke deployment of open-source solutions, such as GLA-OPS, via our technology partners.

Giving you a tailwind at every step of your digital transformation

Additional services

Technology strategy

We provide clear, compelling strategies and action plans, articulated in simple language, to aid clients in planning and executing cloud-based operations.



Service redesign

We can help you redesign services in preparation to moving to cloud-based solutions and make savings without compromising on the quality of user experience.



Formulating business cases

We assist clients in crafting and delivering persuasive business cases to obtain funding for cloud-based IT solutions.



Expert project management

Expert project management. Our consultants possess expertise in Agile, PRINCE2, Lean, and Service Design methodologies, ensuring efficient project execution.



Contact us

hello@tailwinddigital.io
www.tailwinddigital.io