Service definition

G-Cloud 14

Our focus is supporting local government and the public sector create and deliver better services using modern ways of working and leveraging technology for public good.

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.

Technology for public good.

Open source cloud hosting, maintenance and support

We offer end-to-end development, maintenance, hosting and full managed service support services to empower local government to deliver efficient and accessible online experiences to their citizens and provide best in class back office systems to staff.

We are particularly focused on open-source, collective solutions for Local Gov operations, primarily the Local Gov Income Management System (LG IMS). Local Gov IMS is a modern income-management and payments platform for UK local authorities. The product has been significantly enhanced to deliver stronger performance, security, integrations and usability, resulting in a mature, reliable line-of-business system. It manages payments across online, telephone and in-person channels and automates key finance tasks such as reconciliation with bank data and feeding accurate information into finance systems.

By centralising payment intake and simplifying reconciliation, the platform reduces complexity, manual effort and operational risk for finance and income teams. It integrates seamlessly with services like GOV.UK Pay and can be configured to meet each council's financial processes.

We provide Local Gov IMS as a fully managed service, including implementation, hosting and ongoing support. We work closely with your finance, income management and IT teams to ensure smooth, secure payment processing from implementation onwards.

Configuration and Implementation

Support with the implementation of solutions including Local Gov IMS, including supporting iterative implementations to phase out legacy systems with minimal disruption, or support gradual post-LGR transformation.

Payments Ecosystem Partnerships

As part of the implementation of Local Gov IMS, we will work alongside our partner network which includes Eckoh, DNA Payments, Barclays and GOV.UK Pay to deliver telephone payments, in person payments and online payments respectively.

Local Gov IMS is designed to be modular and flexible so we can integrate with a payment services provider of your choice.

The managed service includes managing the ecosystem partnerships, so you can get reliable payments and income management through one contract with us, meaning you can focus on what matters most.

Integrations

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

Reporting and Dashboarding

Provision of reporting and dashboarding with income data, combining data from your core business systems in one accessible place. Enabling you to gain a clear picture on income breakdowns by fund code and method of payment.

Training and Knowledge Transfer

Provision of training sessions for income management officers, finance teams to maximise the benefits of the new system to improve back office efficiency and service delivery.
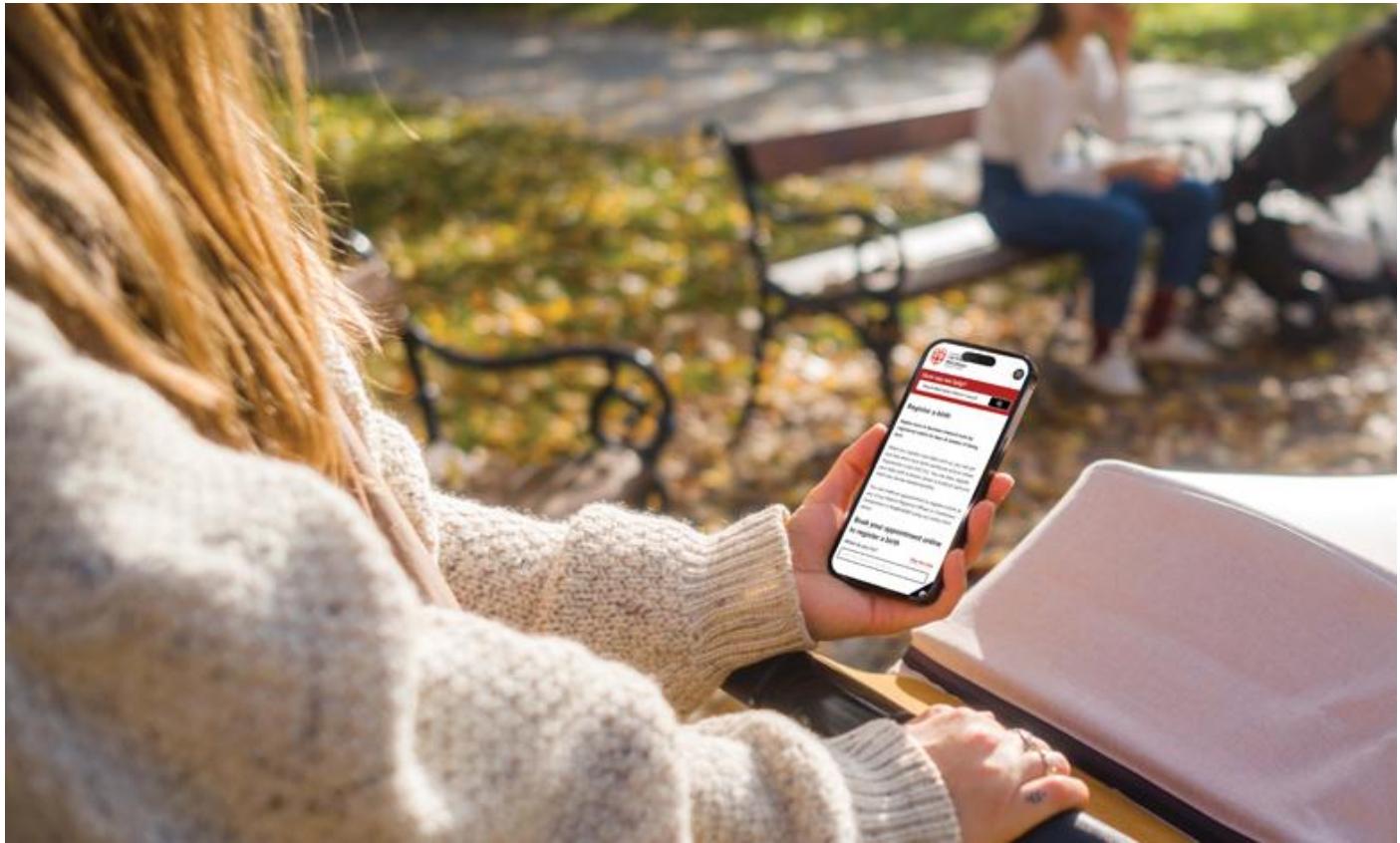
Discover - **Accelerate** - **Refine** - **Sustain**

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