Crown Commercial Service

Valtech

Appian Implementation

G-Cloud 14 Services

May 2026

Service Description

Our Appian implementation approach focuses on delivering secure, scalable and operationally ready services that are compliant with Government standards and deliver real service outcomes for users and organistions.

We combine product-centric thinking with Appian's low-code platform to rapidly deliver value and future-proofed digital transformation.

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Discovery & User-Centred Research

Stakeholder engagement, user research, service mapping and data modelling

Process, Journey and Case Model Design

Current and future state process mapping, case lifecycle blueprint and performance metrics

Technical Architecture & Configuration

Appian environments, security design, process models and integrations

Agile, Iterative Delivery

Working software increments delivered rapidly through Appian low-code platform

Testing & Quality Assurance

User, functional, integration, accessibility, security and performance testing

Change Manage-ment & Adoption

Knowledge transfer, training and upskilling

Deployment & Service Transition

Deployment and transition planning, training, communications and hypercare

Support & Continuous Improvement

Performance monitoring, optimisation, iterative enhancements and product roadmap

Overview of our Approach

GDS-aligned

Our approach is tailored to public-sector organisations and fully aligned to GDS and DSSS service standards, Agile delivery principles, and Appian's low-code best practices. It ensures rapid, user-centred transformation while maintaining governance, security, and value for money.

Discovery

We begin with structured engagement across policy, operational and technical stakeholders to define objectives, constraints, and success criteria. User researchers conduct interviews, shadowing, and co-design workshops to understand roles, behaviours, accessibility needs and pain points. We map the service ecosystem, current workflows, and end-to-end case journeys—creating clear personas, problem statements and a prioritised backlog grounded in evidence.

Process, Journey and Case Model Design

Using research insights, we map as-is processes and collaboratively design the to-be service. We define case lifecycles, tasks, rules, escalations, and data requirements. This forms the blueprint for Appian configuration, ensuring streamlined workflows, automation readiness, and a unified case taxonomy. We establish performance metrics such as throughput, quality, user satisfaction and auditability alongside baseline assessments.

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Technical Architecture & Appian Configuration

We design a secure, scalable technical architecture leveraging Appian Records, Data Fabric, SAIL interfaces, process models, and native automation tools. Integration analysis identifies required connections to existing public-sector systems (e.g., identity, document management, payments). We implement robust role-based security, audit controls, and data governance..

Overview of our Approach

Alpha

We will iteratively prototype and test user journeys and complete to-be service mapping where needed. Throughout Alpha, we will coach the team on meeting the Service Standard and ensure we collect appropriate evidence to present to assessors.

Beta

Cross-functional teams deliver working software in short sprints, prioritising early value and continuous feedback. Each increment is demonstrated to users to validate assumptions and rapidly adapt design. Appian's low-code platform accelerates delivery through reusable components, integrated DevOps pipelines, and automated quality checks

Our Delivery Managers will lead daily stand-ups, sprint planning, backlog refinement, and retrospectives to ensure teams progress at pace. We manage work transparently in Jira and collaborate using digital whiteboards and GitHub. We'll use established methodologies including:

- Monitoring team velocity using delivery data (burn-up/down, cycle time, throughput), and reporting weekly progress to stakeholders, summarising at programme level for governance.
- Reviewing risks, issues and dependencies weekly and maintaining a RAID log to track mitigations and agreed actions
- Communicating progress widely through bi-weekly Sprint reviews and monthly show-and-tells to engage and inform the wider community including other project teams.
- Monthly alignment checks on meeting GDS technology and service standards.

Testing & Deployment

Our test strategy covers unit and functional testing, integration, regression, accessibility (WCAG 2.2 AA), security, and performance. We structure User Acceptance Testing around operational staff and user roles to ensure the solution meets real-world needs, and use automated testing to support rapid iteration and future enhancements.

We plan and execute a controlled launch with transition plan, data migration support and operational readiness assessment. We provide tailored handovers, training and onboarding to ensure confident adoption across teams.

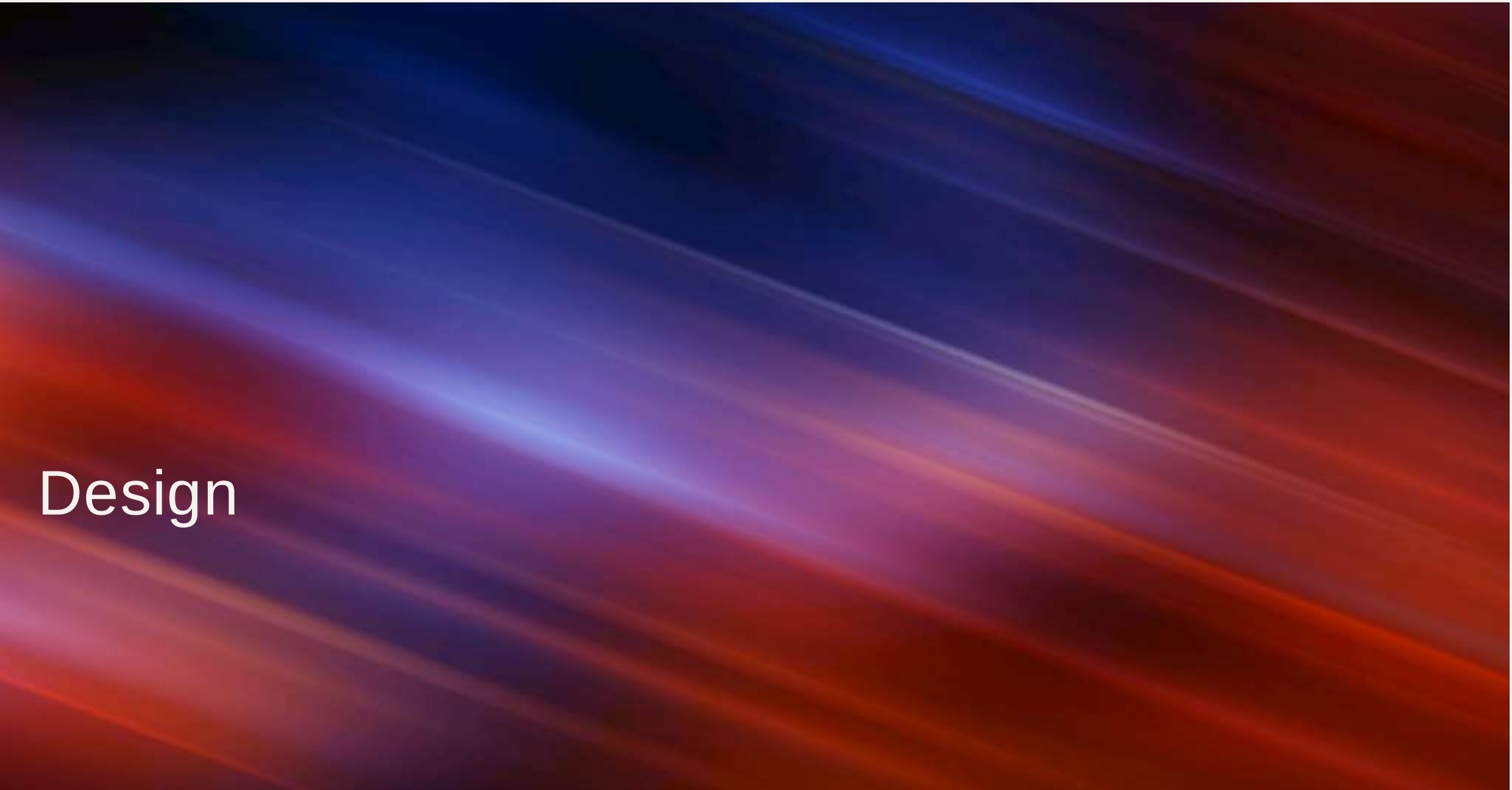
Appian Implementation Features and Benefits

Features

1. GDS and DSSS-aligned delivery and service assessment support
2. Rapid Appian MVP delivery aligned to accelerate early value
3. User-centred research, service design and prototyping capability
4. Collaborative co-design workshops with stakeholders and users
5. End-to-end data integration and architecture planning
6. Accessibility-first design aligned to public sector standards
7. Secure data ingestion, transformation and multi-source integration
8. NCSC-aligned security design and compliance assurance
9. Workflow, automation, rules, AI and reporting and Appian configuration
10. Structured knowledge transfer and capability uplift for teams

Benefits

1. Meets GDS/DSSS standards and supports successful service assessments
2. Accelerates delivery and responsiveness to changing requirements
3. Single partner provides end-to-end accountability across design, build and delivery
4. Early visibility improves stakeholder engagement and decision-making
5. Enables scalable, secure, accessible, and resilient public service delivery
6. Reduces manual effort through automation and streamlines processes
7. Improves user experience across services and user groups
8. Enhances data quality, integration and decision-making capability
9. Enables continuous improvement through iterative delivery
10. Builds internal capability for long-term ownership and sustainability



Design

Applying our GDS/DSSS experience to our Appian builds

Our Appian delivery methodology is fully aligned with the GDS and DSSS Service Standards. We combine our extensive GDS experience (passing 40+ service assessments) and expertise delivering large-scale Appian builds in the UK public sector to producing agreed service, process and technical artefacts that are delivery-ready and assured.

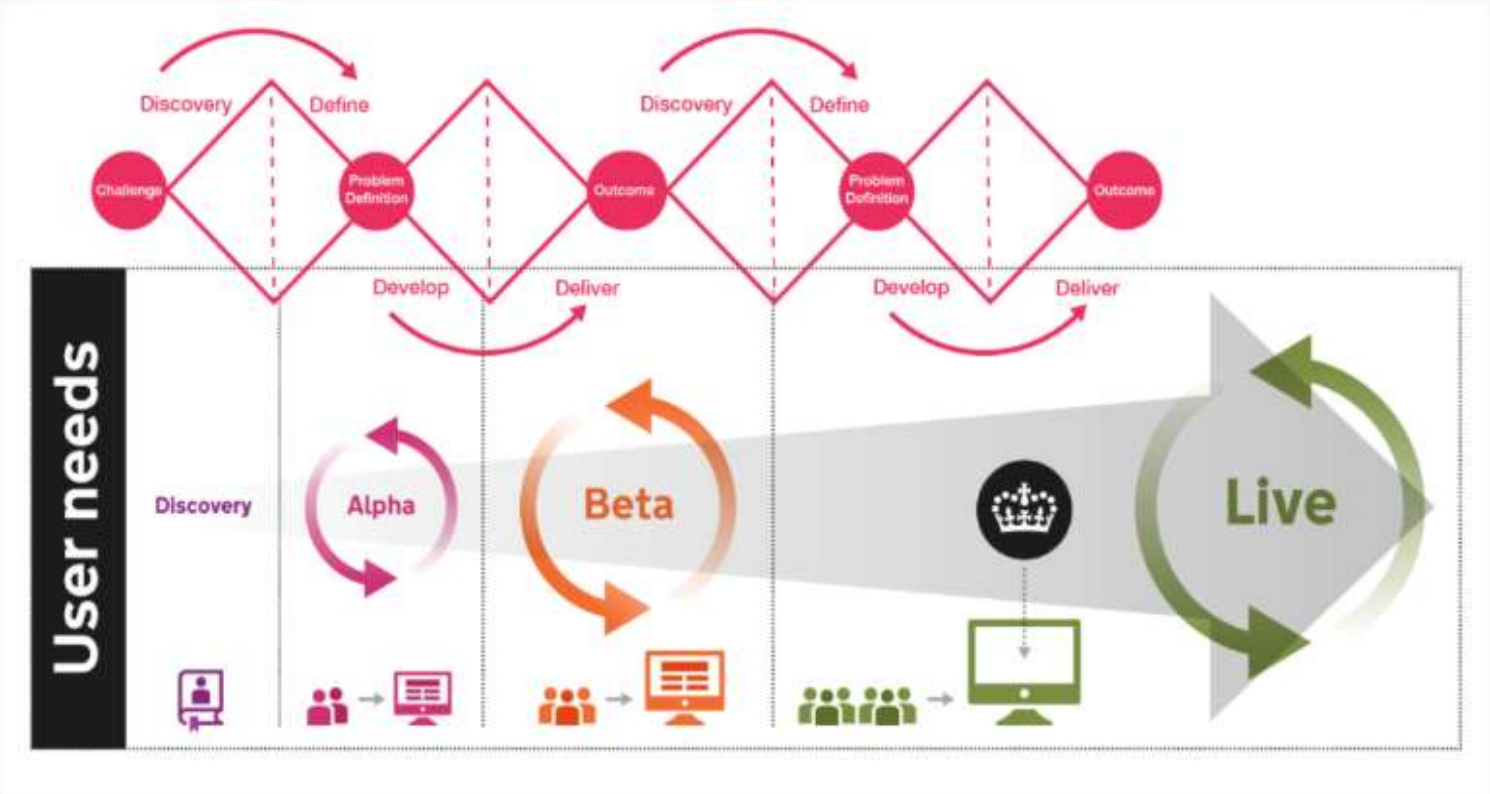
With nearly a decade of experience aligning delivery with the DSSS and GOV.UK Service Standards, our Appian implementation approach benefits from a mature, repeatable delivery discipline already proven across government. In practice, this means:

- We understand the important of designing accessible and inclusive Appian solutions from the ground up. Valtech has a long history of passing accessiblity assessments across the UK.
- Valtech already delivers to the GDS and Digital Scotland Service Manuals. This gives teams a ready-made playbook for compliant delivery.
- Our established evidence-led delivery approach (user research, data-driven iteration, performance measurement), aligns with GDS and DSSS criteria on understanding users, solving whole problems, defining success and continuously improving.
- Valtech teams have deep experience in preparing for, documenting and passing service assessments as required through the Technology Assurance Framework (TAF).

Delivery Phases

We combine classic service design thinking with the recommended GDS/DSS Agile delivery phases, as shown in this diagram. Our teams apply Scrum methodology to support iterative, user-centred delivery

In this section we have evidenced how we use this proven methodology to produce service, process and technical artefacts that are evidence-based, delivery-ready and assured.



User Research

When delivering Appian solutions we conduct user research to understand real user needs and constraints early. This is the first step in transforming your system to deliver faster, more organised case processing, and meeting the first GDS/DSSS service standard to “Understand users and their needs.”

We’ll typically use a mix of qualitative and quantitative methods, including:

- **User journey mapping** across all channels, including online, offline and assisted journeys. This will visualise user interactions, identifying pain-points and opportunities to improve the service and the user experience.
- **Structured and informal interviews** to surface user needs, pain points, decision rules, and policy/assurance constraints that the case management design must satisfy.
- **Surveys** to understand demographics, patterns and trends at a larger scale.
- **Co-design workshops** with small groups to explore case scenarios and co-create improvements with users and stakeholders.
- **Card sorting exercises** to help understand how users groups sort information. This will inform information architecture and navigation design.
- **User data analysis** to help understand common accessibility needs in the user community.
- **Collaboration:** We will invite policy colleagues to observe research sessions, fostering a shared understanding of user needs.

Throughout subsequent Alpha and Beta phases, we’ll use **Moderated usability testing of prototypes** to review and validate decisions every sprint, so we are confident our design meets user needs and solves the whole problem for users, as well as the techniques above.

Service Design

Our approach applies best practice service design to deliver user centred, accessible and compliant Appian solutions aligned to government standards. We simplify complex processes and iterate rapidly to delivery scalable, GDS-aligned high-quality services.

We use the following service design methods to achieve this:

- **End-to-end service blueprints:** Visualising user journeys, touchpoints and dependencies across online and offline channels.
- **Case management workflow models:** Using Appian tools including to produce workflow models that visualise processes to define roles, data and automation early.
- **Service audits:** Using tools like Miro/Mural to consolidate knowledge, processes, features, research, and performance data, aligning user and business needs .
- **Cross-functional ideation sessions:** Generating solutions and prototypes collaboratively, enabling rapid iteration and feedback.
- **“North Star” workshops:** Defining vision, outcomes and functional priorities with a three-horizon approach to help prioritise innovation and stakeholder alignment.
- **Prioritisation workshops:** Applying the desirable/viable/feasible method to prioritise value-driven features aligned to service goals.

Content and Interaction Design

Valtech's Appian implementation approach prioritises our in-house Content and Interaction Design expertise to ensure the system's we build are intuitive to use, and information is clearly structured, accessible and aligned with relevant public sector standards. This approach helps our client's staff navigate complex, high pressure situations to make the right decision at the right time when using our case management solutions.

How we deliver this capability:

- Our Content Designers will focus on creating clear, concise, and accessible content that meets user needs at each touchpoint, ensure information is easy to find and understand.
- Our Interaction Designers will focus on how users interact with the service, designing intuitive interfaces and interactions that are easy to use and engaging. They ensure the service is accessible and usable across devices.
- All our designers and developers are trained to adhere to GDS and WCAG 2.2 standards. They ensure the guidelines are adhered to, from basics such as colour contracts through to mobile compliance. Our developers ensure pages are keyboard-navigable and screen-readable, whilst providing accessible alternatives to complex interactions such as mapping, accessible colour contrasts, and keyboard navigation.

Prototype Development

During the Design process we'll use a range of low fidelity prototypes (e.g. sketches, concepts) and higher fidelity prototypes (clickable Appian test pages and wireframes using Client and GOV.UK design systems) to rapidly design, test and iterate concepts, processes and design solutions with users. We will use 2-week sprints to work fast, collecting feedback from users in workshops to iterate in real time and re-test. We will invite senior colleagues from across client's wider teams to these sessions too to help them understand progress and provide feedback for further iteration.

Reducing downstream risks: Testing Appian prototypes early helps us validate user journeys, data models, integrations, and business rules before the full build. This approach will reduce downstream risks by identifying usability, policy and technical risks early without the risk of costly changes and rework during delivery. We have deployed this approach during previous Appian builds to reduce the risk of delivering a system that fails users or operational needs.

Prototype Development

A typical prototyping and user testing schedule during the design and build phase could include:

- Wireframes dashboards produced for testing (including a mixture of simple and advanced mapping).
- Functional prototypes across 4+ use cases.
- Rapid user testing and validation of assumptions.
- Iterative refinement through design/technical playback sessions.
- Behavioral, functional, exploratory and accessibility testing.
- Feedback captured each sprint and used for continuous refinement.
- Internal assessments to validate feasibility and alignment to standards and the service's underlying infrastructure.
- Evidence gathered for GDS or DSSS assessment readiness.

Producing high-quality design artefacts, and ongoing design assurance

We apply a proven design assurance process as we produce high-quality Appian-ready artefacts such as journey maps, process maps, domain models, service blueprints and integration contracts. Our standard assurance processes for design artefacts include peer reviews, compliance checks and approval by a senior practice lead.

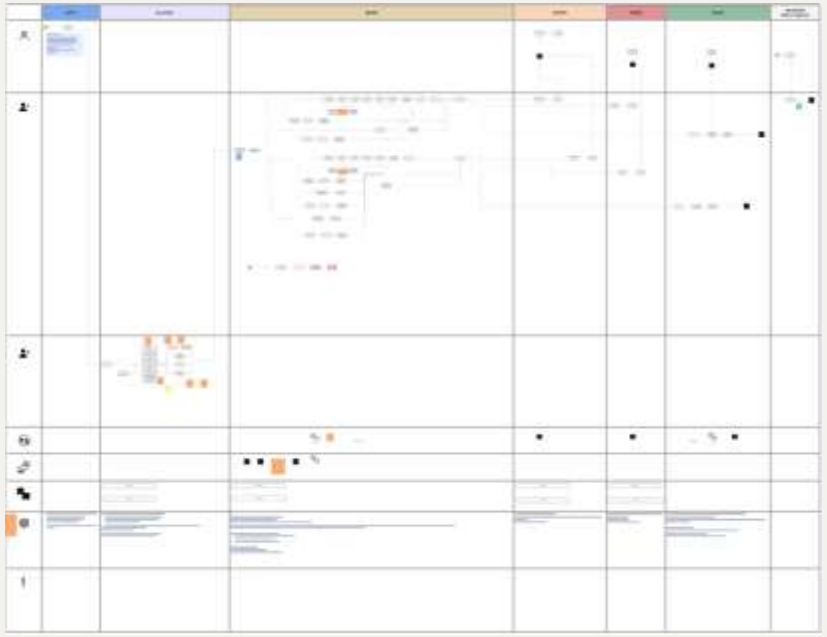
We build a shared understanding of service intent during Discovery, and agree success criteria for every user story, process or interaction, which we formally test against every sprint as we build.

Working cross-functionally, our designers, architects and lead Appian engineers will review UI patterns, process models, expression rules and data objects against the agreed criteria, service intent and GDS/DSSS-style standards.

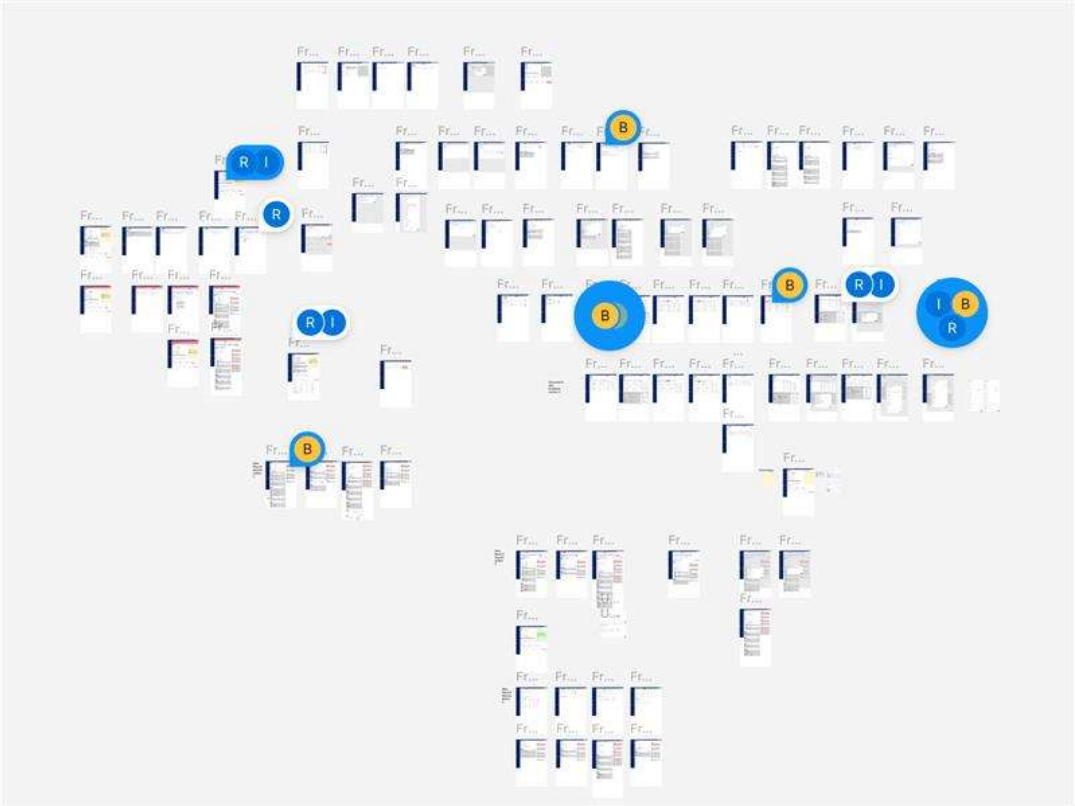
We maintain traceability from user needs to backlog items and Appian configuration, capturing key decisions in Architecture Decision Records.

We use show-and-tell sessions with our clients to validate progress, highlight drift early, and drive rapid rework where required, ensuring the build is aligned with user needs and service intent.

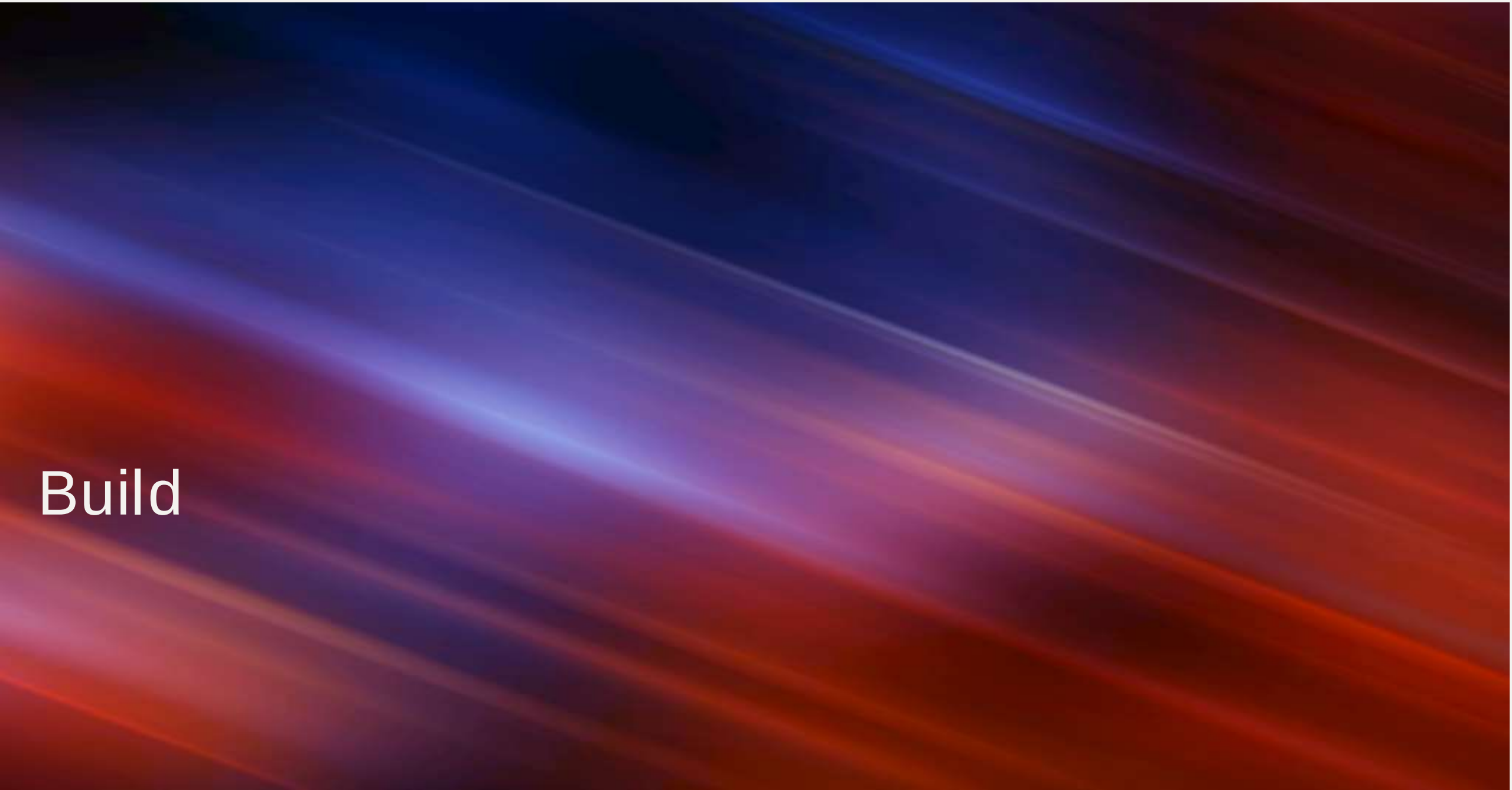
Examples of the high-quality Appian-ready design artifacts created through this process include:



Example of an end-to-end Service Blueprint



Example User Personas created for a public sector Appian build

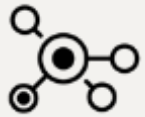


Build

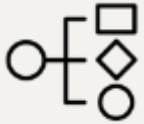
Best practice for scalable Appian solutions

We build proven Appian low-code case management platforms that help government organisations solve complex problems.

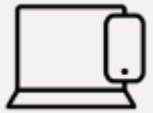
Data Fabric



Automation



Total Experience



Process HQ

AI-POWERED

LOW-CODE DESIGN

ENTERPRISE-GRADE

Configuring the fundamentals

We configure Appian solutions using standardised, reusable, and maintainable components aligned to Appian best practice. To ensure solutions are scalable, high-performing, and compliant with platform and government standards, we:

- Adopt a records-first design approach using Appian Records and Data Fabric
- Develop accessible interfaces using SAIL, and test against WCAG2.2 standards
- Separate business rules, process logic and integration layers
- Apply secure configuration practices aligned to NCSC guidelines

We support quality and consistency through:

- Structured environment and release management aligned to ADM and customer's IT policies
- Use of Appian ATF for automated validation
- Design aligned to Secure by Design principles, ensuring security controls are built into component design

Process Automation & AI Augmentation

In every step of the process, from initial user journey mapping to producing audit reports, we consider how we can improve efficiency and experience using Appian's built in automation and AI features, as well as potential integration with other AI tools such as Copilot in Microsoft365. To maximise the benefits of automation and AI, we:

- Design processes aligned to user needs and service outcomes, in line with ADM principles
- Use Appian's process orchestration and rules engine to manage workflows and decisioning
- Apply Appian best practices for process modelling, exception handling and SLA management
- Incorporate AI features and intelligent automation capabilities where appropriate
- Place emphasis on accuracy of assessment, traceability of decisions and full auditability.

To ensure reliability, we implement:

- Automated testing of process models and decision logic using ATF
- Regression testing aligned to process changes and policy updates

Integration

Managing business critical functions through Appian will undoubtably mean integrating with your core data systems. We design and implement integrations that are secure, reliable and aligned to enterprise and Appian architecture best practices, ensuring they are scalable.

We work with your Technical Authority to ensure alignment with existing corporate services, shared platforms and adjacent delivery partners. Our approach typically includes:

- Using Appian Integration objects and Connected Systems to standardise and centrally manage connectivity
- Adopting API-first integration patterns, enabling controlled, reusable and governed access to services
- Leveraging Appian Data Fabric to minimise unnecessary data movement and reduce duplication risks

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Our Secure-by-Design approach means we embed security throughout the integration design, including:

- Strong authentication and authorisation controls (e.g. OAuth 2.0, mutual TLS, role-based access control)
- Encryption of data in transit and at rest, aligned to government security standards
- Implementation of least privilege access and secure credential management via Appian Connected Systems
- Input validation and output sanitisation to protect against common vulnerabilities
- Network and boundary protection, including API gateways and allow-listing where required

Secure by Design

Our build approach is aligned to the UK NCSC Secure by Design principles, ensuring security is embedded throughout the service lifecycle. This means we:

1. Establish the Context

We define security requirements early, aligned to user needs, data sensitivity and threat landscape, ensuring proportionate controls are applied from inception.

2. Understand the Risks

Security risks are identified and assessed throughout Discovery and Alpha, including integration, data handling and access risks, with mitigations embedded into design.

3. Design Securely

Records-first data modelling, secure integration patterns (API-first, least privilege), role-based access control (RBAC), secure architecture aligned to government standards

4. Build Securely

Controlled access to objects and environments, secure credential management via Connected Systems, input validation and protection against common vulnerabilities

5. Test Securely

Automated testing using Appian ATF, integration and negative testing scenarios, validation of authentication, authorisation and data handling controls

6. Deploy Securely

CI/CD pipelines with automated quality and security gates, segregated environments (Dev, Test, Prod), controlled release and rollback mechanisms

7. Communicate and Manage Security

Transparent reporting of risks, issues and mitigations (RAID logs), defined governance and escalation routes, ongoing collaboration with client security and architecture teams

8. Maintain Securely

Monitoring, logging and auditability of system activity; ongoing patching, updates and vulnerability management; continuous improvement based on performance, incidents and user feedback

Testing the Platform

We embed testing throughout the delivery lifecycle to ensure solutions meet user, functional, performance and security requirements.

Our approach aligns to Appian testing best practices and ADM guidance, delivering high-quality, reliable services with reduced operational risk. This includes:

- Unit and component testing of rules and interfaces
- Use of Appian Automated Testing Framework (ATF) for functional and regression testing
- Automated UI testing where appropriate using complementary tools
- Integration testing across connected systems
- User Acceptance Testing (UAT) aligned to real operational scenarios, from observed sessions through to model office simulation

Testing can include validation of performance under high transaction volumes, ensuring the platform can support large-scale case processing without degradation.

We prioritise:

- Early identification and resolution of defects
- Test automation to support repeatability and rapid release cycles
- Integration of testing into CI/CD pipelines

Quality Assurance

We apply a structured quality assurance approach aligned to Appian best practices, ADM and public sector standards. This ensures solutions are fit for purpose, compliant, and ready for service assessment.

- Design and architecture assurance based on Appian recommended patterns
- Peer reviews and governance checkpoints throughout delivery
- Compliance with accessibility standards (WCAG 2.2)
- Monitoring of performance, security and data integrity

Quality is strengthened through:

- Automated quality gates, including execution of ATF regression suites within CI/CD pipelines
- Continuous validation supported by test reporting and traceability

Account Management and Scalability

Our Approach to Account Management

We apply a pragmatic governance model balancing strong oversight with agile delivery pace, embedding governance, assurance, and decision-making into delivery.

From mobilisation, we establish a structured framework aligned to your standards, ensuring compliance with assurance, regulatory, and reporting requirements.

Our key principles

Embedded governance: Integrated into day-to-day delivery for real-time control and decision-making.

Right cadence, right forums: Daily, weekly, monthly, and quarterly touchpoints ensure continuous alignment.

Transparency by default: Shared dashboards, reporting, and artefacts provide full visibility of progress, risks, and decisions.

Clear escalation: Defined pathways enable rapid issue resolution at the appropriate level.

Structured invoicing & mobilisation: Ordering and invoicing follow framework-compliant processes and alignment on start dates to enable a smooth and controlled mobilisation.

Structured delivery governance

Our proven delivery governance approach prioritises:

- Defined roles, responsibilities, and governance controls from mobilisation.
- Milestone-driven delivery with formal review and approval gates.
- KPI-led performance management to track outcomes and service quality.
- Transparent reporting, RAID management, and auditable decision logs.
- Integrated quality, security, and assurance across all phases.
- Consistent communication cadence and shared artefacts across teams.

Change and collaboration

Change is proactively managed through formal control processes, ensuring all impacts to scope, cost, time, and risk are fully assessed, approved, and communicated.

We operate as one team across client and supplier ecosystems, actively managing dependencies and aligning delivery to wider programme objectives.

In practice, this is enabled through proactive RAID management with embedded mitigations, KPI-led performance tracking and service reviews, and transparent change and decision logs that provide full auditability, alongside continuous improvement driven by retrospectives and lessons learned.

Effective Management Structure

Core Team and scalability

We deploy a blended delivery team with a strong senior core, providing leadership, and oversight to change and growth.

Your Account Manager will review resource needs with you on a weekly basis, horizon-scanning for future needs to scale up or down. We'll capture detailed skills requirements and our Practice Leads and Casting Team will identify resources matching your needs. This established process will ensure we can be reactive you evolving needs, drawing on our 400+ UK specialists and established specialist Appian partners.

As the team scales, our dedicated core team including Client Partner, Delivery Lead, Technical Lead, Product Lead, Service Manager, and User-Centred Design Lead will provide a programme management role, reporting across workstreams and supporting the wider programme roadmap and governance.

Ways of Working

Our specialist consultants will rapidly embed into your delivery teams through tailored onboarding aligned to your governance, culture and ways of working. This includes dedicated sessions to align on ways of working, cadences, communication, goals and roles and responsibilities.

We prioritise structured knowledge transfer throughout delivery to ensure capability uplift. This includes mentoring, shadowing, shared documentation repositories, and collaborative learning sessions.

We monitor team health and resource suitability through weekly check-ins with the team and monthly reviews, and address any issues early.

We capture lessons learned continuously and apply these through bi-weekly retrospectives to improve outcomes across the lifecycle.

Assurance & Escalation Paths

Our robust escalation procedure ensures we can proactively identify and resolve any issues.

Each escalation level is supported by defined response times, clear ownership, and documented decision-making to ensure rapid resolution and full auditability:

- Delivery Teams
- Delivery Lead
- Client Partner
- Practice Lead
- Executive Sponsor

Project communication – Team Level

Daily

What:
Stand-ups to sync up and confirm progress, surface any blockers early, plan daily activities.

Who:
Valtech:
- Delivery Team
- Delivery Manager

Client:
Product/Service Owner

Weekly Meetings

What:
Backlog refinement & prioritisation, RAID and dependency reviews, team health checks.

Who:
Valtech:
- Delivery Manager
- Technical Lead

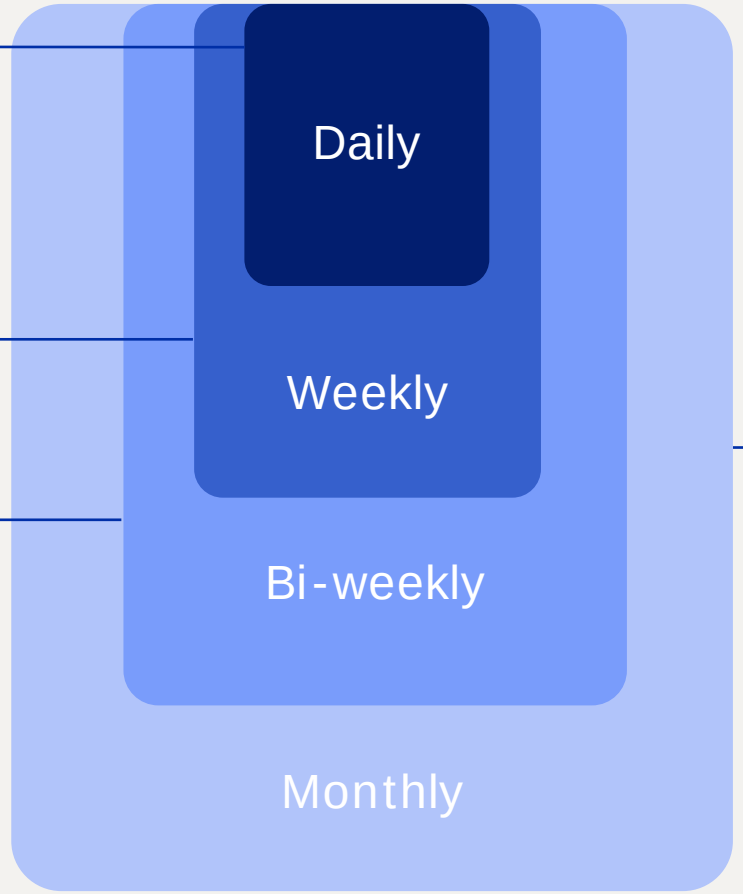
Client:
Product/Service Owner

Bi-weekly

What:
Sprint review to showcase work, enabling feedback, validation and alignment on next steps.

Who:
Valtech:
- Delivery Manager
- Project Team
- Technical Lead

Client:
- Product/Service Owner
- Selected stakeholders



Team-level governance and communication embeds agile ceremonies and continuous visibility into delivery, enabling rapid decision-making, early risk identification and alignment to outcomes.

A clear cadence of daily, weekly, bi-weekly, monthly and quarterly touchpoints manages progress, quality and dependencies, while maintaining pace.

Monthly Review

What:
Show-and-tell to demonstrate progress and ensure alignment with client and GDS standards.

Who:
Valtech:
- Delivery Manager
- Client Partner
- Technical Lead

Client:
- Product/Service Owner
- Selected stakeholders

Project Communication – Wider Programme Governance

Daily

What:
Our dedicated Client Partner will act as a single point of contact for alignment, escalation and oversight.

Bi-weekly Meetings

What:
Review progress vs milestones, key risks/issues, dependencies, RAID, resource monitoring & budget tracking.

Who:
Valtech:
- Delivery Manager
- Delivery Director
- Client Partner

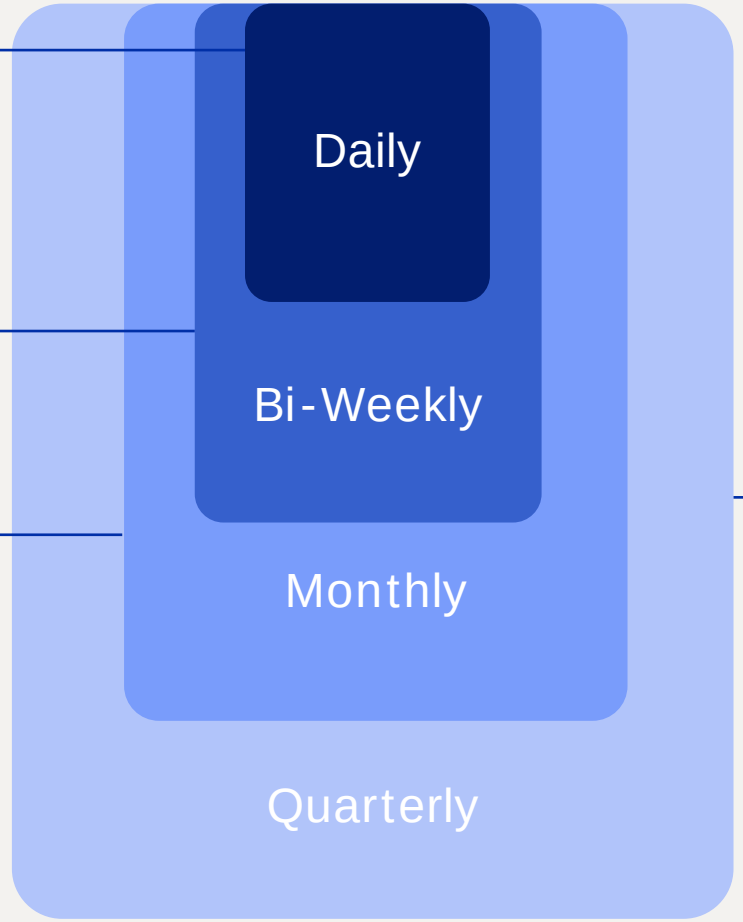
Client:
- Product/Service Owner

Monthly Meetings

What:
- Project board, review performance against KPIs and SLAs
- Stakeholder show and tells
- Live service reviews

Who:
Valtech:
- Delivery Manager
- Client Partner
- Delivery Director
- Service Delivery Manager

Client:
- Product/Service Owner and selected stakeholders



Our wider programme governance builds on team-level delivery, providing structured oversight, clear reporting and regular alignment points to manage performance, risk and strategic direction across all stakeholders,

We operate a defined cadence of weekly, monthly and quarterly governance forums supported by shared artefacts.

Quarterly Business Reviews

What:
Review performance, align on strategy, resolve risks and establish future priorities.

Who:
Valtech:
- Client Partner
- Delivery Director
- Delivery Manager
- Technical Leadership

Client:
- Product/Service Owner
- Executive stakeholders

Service Transition

We will co-ordinate a phased, controlled transition from legacy systems to your new case management solution, governed through a clearly owned plan, with progressive cut-over of business functions, and structured knowledge transfer to scale up internal capability.

Our four-faceted approach ensures continuity of operations, safe data migration, and confident user adoption.

Transition Planning & Ownership

Transition Plan:
- Defines scope, objectives, dependencies and exit criteria
- Covers operational readiness, service acceptance, and support model

Clear ownership model:
Named leads for business, technology, data, and service operations

Documentation & Knowledge Transfer

Structured handover of artefacts:
- Architecture (logical, physical, integrations)
- Environment configs & run-books (support, incident, release)
- Product backlog, roadmaps and technical debt register

Knowledge transfer activities:
- Collaborative knowledge transfer/scale-up plan
- Pairing and embedded team working
- Shadowing → reverse shadowing
- Recorded walkthroughs (config, integrations, pipelines)
- Playbooks for common operational scenarios

Phased Cut-over Strategy

Incremental replacement of business functions, prioritised by risk, value and dependency mapping

For each function:
- Data migration approach (bulk + delta strategy, validation, reconciliation)
- Dual running (where required) with clear cut-over criteria
- User training & adoption support (guided rollout, manuals, floor-walking)
- Progressive decommissioning of legacy components

Governance & Assurance

Transition governance layer:
- Weekly progress checkpoints & milestone tracking
- Leadership forums for decision-making and escalation
- Open forums / show & tells to support transparency

Transition RAID management:
- Risks, assumptions, issues, dependencies actively tracked and mitigated

Entry/exit gates aligned to:
- Operational readiness
- User acceptance
- Performance thresholds

Support Levels & Business Continuity

Typical SLA Response and Resolution Targets

We maintain known issue lists and runbooks for efficient issue resolution. These resources enable our support teams to quickly identify and resolve common issues, minimising downtime and disruption for users.

Our service levels for response and target resolution times are:

- P1 (Critical): 30-minute response, 1-hour resolution
- P2 (High): 1-hour response, 4-hour resolution
- P3 (Medium): 3-hour response, 8-hour resolution
- P4 (Low): 5-hour response, 16-hour resolution
- P5 (Change): 8-hour response, resolution aligned to scheduled release

Business continuity and disaster recovery (BCDR)

Our approach to BCDR involves leveraging cloud-based services and the ability to execute full remote working to ensure that Valtech's resources and our client environments remain available after a disaster strikes.

Our BCDR process includes:

- The identification of critical processes and applications including applicable RTOs and RPOs;
- Equipment dependencies and their repair or replacement options; and
- Recovery steps, teams, communication channels, and escalation paths.

With a focus on data integrity and availability we ensure that all critical data is backed up, secured, and retained in accordance with our applicable internal policies. BCDR is tested on an annual basis and key findings or improvements are communicated and incorporated into the next review cycle.

Data Protection / Information Assurance

Valtech maintains ISO-9001, ISO-27001 & Cyber Essentials accreditations, independently scrutinised by third-party auditors. These standards have been deeply ingrained into our standard working practices and culture ensuring quality and security standards are adhered to in all engagements.

ISO 9001 ISO 27001

CYBER ESSENTIALS

Our Services and Solutions are all governed by clearly defined and proven client-facing and internal processes to ensure working with us is as efficient and effective as possible.

Our experience implementing Appian solutions

Valtech has extensive experience delivering Appian case management and workflow solutions for UK and international public sector organisations, aligned to GDS and DSSS standards.

Evidencing our experience

Working together with our partners, our teams have delivered over 200 Appian engagements within the last five years and have supported over 40 Service Assessments (Alpha, Beta and Live) for government departments including MHCLG, GDS, DfE and DfT.

This experience includes:

- Delivering a GDS-compliant regulatory case management Appian platform for Ofsted, beginning with unregistered children's homes prosecution and broadening to other settings such as early years care. We're integrating Appian with their core data fabric with a focus on governance, data integrity and improved operational workflows.
- For the Medicines and Healthcare products Regulatory Agency we delivered an Appian case management solution for approval and licensing of medical devices. We used agile delivery with a multi-disciplinary team and commissioned WCAG 2.2 AAA third-party accessibility audits.
- In Scotland, we delivered a WCAG-compliant Appian portal for Research Data Scotland to enable researchers to request anonymised public datasets. Across programmes, we worked as blended "one-team" partners with collaborative ceremonies, proactive risk management and structured knowledge transfer plans to build sustainable client capability.
- For a leading UK bank, we delivered an Appian case management solution to process 250,000 regulated remediation cases. We delivered an MVP in 10 weeks, enabling immediate case processing and early value. The solution integrated with 12 enterprise systems to support verification, reporting, and processing. It processed 99% of cases with full auditability, meeting regulatory compliance requirements. The scalable platform improved operational efficiency and supported ongoing iterative enhancements.
- A European government department needed a scalable platform to manage over 100,000 certification cases annually, including complex scenarios. We implemented an Appian case management solution with end-to-end workflows and system integrations. The platform integrated with multiple government systems and ensured secure deployment. Automation and orchestration improved processing efficiency and reduced manual effort. This resulted in a 60% productivity increase and scalable, sustainable operations.

Social Value

Social Value

Tackling economic inequality

Valtech is committed to tackling economic inequality by creating jobs, supporting diverse businesses, and developing future-ready skills. We drive inclusive growth through an ethical supply chain, partnering with SMEs and enforcing responsible procurement via our Supplier Ethics Policy and modern slavery controls.

Our D&I strategy spans inclusivity, accountability, education, hiring, and community, tracked through a maturity index. We invest in skills via our academy and partner certifications, supported by structured learning pathways.

We provide fair pay, secure employment, and clear progression, alongside leadership programmes. Our community initiatives, including tech_Girl and internship programmes, build skills and widen access to digital careers.

Equal opportunity

We are working to reduce the disability employment gap by creating an inclusive, accessible workplace. As a Disability Confident Employer, we ensure equitable recruitment and embed inclusive hiring practices.

We enhance accessibility across offices and digital environments and provide tailored support through our Reasonable Adjustments Policy.

Mandatory D&I training equips managers to support individuals effectively, while awareness initiatives build understanding. Structured programmes, transparent career pathways, and our internal Belonging Groups support progression, ensuring sustained progress and equal opportunity.

Heath & Wellbeing

Valtech recognises that physical and mental health underpin productivity, retention, and inclusive growth. We support wellbeing through our Employee Assistance Programme and incentives promoting healthy behaviours, including cycle-to-work schemes.

Our structured wellbeing programme includes a monthly calendar focused on movement and mental health, with initiatives such as ‘Let’s Talk’, Menopause Cafés, resilience training, and support sessions to reduce stigma.

We promote flexible working, healthy practices, and work-life balance. Employee voice is captured through surveys and leadership Q&As. We also monitor wellbeing at contract level, sharing insights with clients to ensure consistent, high-quality outcomes.

Sustainability

Our Near-term target is 2030:

- 50% reduction in Scope 1 and 2 emissions
- 55% reduction in Scope 3 emissions (intensity: per employee)

Our Net-zero target is 2040:

- 90% reduction in Scope 1 and 2 emissions
- 97% reduction in Scope 3 emissions (intensity: per employee)

We are driving a number of initiatives to meet targets including: operating offices on 100% renewable energy, governed by a Sustainability Director and local champions; publishing quarterly sustainability updates and an emissions survey; mandating Green Software training for UK billable staff; and offering incentives including EV schemes and discounts on solar panels and heat pumps.

Next Steps

We are always on hand to answer any questions you may have about the services we offer. Should any of them be of interest to you, a member of the Valtech Public Sector Team can be reached using the following contact details:

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