# kainos®

# Cloud design

Service Definition Document

G-Cloud 14

**THINKING
BEYOND
LIMITATIONS**

# We're Kainos

Formed in 1986, we set about finding the best people to tackle the most difficult digital work. We fostered a culture where people truly care for each other and the world around them.

Our reputation for software engineering and problem-solving was quickly established, and our customers started to view us more as their colleagues

We're much bigger now, helping organisations across the globe to navigate change in more ways than ever. But some things never change, like our commitment to our people, delighting our customers, and our technical ability

Some say we're leading a quiet revolution in digital, but if you ask us, we're just doing our bit to make the world a little bit better.

3,139 amazing
people

13 consecutive
years of growth

38 years
of innovation

£374m revenue
(FY2023)

23 locations
globally

FTSE 250 listed
tech company

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3

# Our core expertise

The digital revolution is already happening. We're leading from the front to help our clients **seize every digital opportunity** and be future-ready.

Cloud

Low Code

Data and AI

Managed services

Digital advisory

Service and experience design

Engineering

Workday services and products

- Deploy
- Test
- Extend
- Optimise
- Audit

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# Accessibility audit, testing, compliance

Kainos provides accessibility audit, accessibility testing and accessibility compliance services.

We conduct expert manual accessibility reviews, run automated accessibility tests, and deliver accessibility audits that show how you comply with accessibility regulations and standards.

We fix accessibility failures so you can achieve exemplary accessibility compliance.

## Features

1. Expert accessibility audit testing against the WCAG 2.2 AA standard.
2. Manual and automated accessibility testing using leading tools and techniques.
3. Testing for all web browsers, mobile, desktop and app experiences.
4. Testing assistive technologies and useability testing with users with disabilities.
5. Detailed audit report delivered with agile backlog of accessibility tickets.
6. Accessibility audit and test results are prioritised, fixed and retested.
7. Compliance documentation provided for WCAG 2.2, EU regulations, Section 508.
8. Accessibility Statement provided to meet Accessibility Regulations.
9. Assistive technology testing and useability testing to meet GDS standards.
10. All accessibility project delivery accelerated using our unique GenAI expertise.

## Benefits

1. Achieve accessibility compliance with WCAG 2.2 AA success criteria.
2. Understand what to fix to meet accessibility regulations.
3. Embed accessibility audit outcomes across your digital services.
4. Embed accessibility knowledge, standards and processes across your teams.
5. Ensure users with disabilities and access needs can use services.
6. Include digitally excluded users by learning digital inclusion techniques.
7. Develop accessibility capabilities within your team for ongoing accessibility compliance.
8. Make sure users can access support and reasonable adjustments.
9. Pass GDS assessments and provide evidence of accessibility best practice.
10. Drive efficiencies in accessibility delivery with our GenAI accelerator.

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# Accessibility audit, accessibility testing, and WCAG 2.1 AA standard compliance

Accessibility makes sure users with a broad range of disabilities and access needs can use your service. It supports users to access your service who might otherwise struggle to use it due to disability, illness, mobility restrictions and other conditions. Accessibility is a legal requirement in the public sector. Kainos can help you achieve complete compliance with Accessibility Regulations.

**Why make your service accessible?**

Compliance with accessibility regulations is a legal requirement. We respond to user needs and technical opportunities to make sure your service achieves the WCAG2.1 AA standard and is accessible to all users.

**Our Approach**

1. Accessibility audit: accessibility testing and assessment against the WCAG 2.2 AA criteria.

2. Accessibility backlog: we identify the key targets for improvement and turn your accessibility problems into clear, actionable tasks with acceptance criteria.

3. Accessibility plan: prioritised actions based on impact, integrated into your roadmap.

4. Reasonable adjustments digitalisation: service design for additional support journeys and service adjustments as required by the Equality Act.

5. Accessibility statement: a description of current accessibility compliance and your accessibility plan, in line with the accessibility regulations.

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# Accessibility audit, accessibility testing, and WCAG 2.1 AA standard compliance

## Accessibility principles

- Accessibility standards: Compliance is essential, so our accessibility audits are comprehensive.

- Multichannel: True accessibility means the whole service works for users with access needs, so we make sure your service is accessible across all service touchpoints and channels.

- We care about access: We care about all users in every context being able to use your service.

- Inclusive: We collaborate with end users and stakeholders to deliver accessible services that work for real people in real situations.

## Key Benefits

- A service that is accessible now and in the future.

- Compliance with accessibility regulations and WCAG 2.1 AA.

- Reaches users with access needs and illnesses.

- Reduces risk of excluding hard to reach groups.

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# Content strategy

Kainos delivers content strategies based on insights gained from targeted discovery within your organisation.

A content strategy is a collection of tools, processes, artefacts, and behaviours that drive user engagement.

It ensures the efficient creation, delivery and governance of valuable content that meets both user and business needs.

## Features

1. Internal discovery to understand pain points and problem areas
2. Discovery includes all content producing teams
3. Team design and organisational modelling to increase efficiency
4. Governance model and workflow design
5. Artifact creation, tone of voice, style guide and content principles
6. Skills auditing and creation of skills matrices
7. Training and upskilling programmes
8. KPI and measurement frameworks
9. Content modelling including defining content types
10. Structuring content for use by AI tools and solutions

## Benefits

1. Improved products and services. Relevant content converts and retains users
2. More holistic user experiences across multiple touchpoints
3. Saving time and money through efficient content production
4. Managing risk through robust workflow and governance
5. Maximising investment in technical platforms through effective content population
6. Improving workforce retention. Designers are happier doing meaningful work
7. More effective use of AI tools and solutions

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# Process

Our content strategists use research to understand how content can be produced, structured and managed more effectively. They will identify gaps and pain points in current ways of working and create solutions.

They can create strategy at different levels. This means for:

• an organisation or department

• a product or service

• a campaign

Like other strategists, they follow a process to make sure they are making targeted and tailor-made recommendations.

| Discovery | Playback | Activation |
|---|---|---|
| During discovery our strategist will speak with content teams and a broad range of stakeholders.<br><br>They will create the space for them to fully articulate pain points, challenges and share any insights.<br><br>The strategist will use discovery to fully understand the problem space they are working in. | During playback the strategist will evidence any pain points and opportunities they have found.<br><br>They will present a practical programme of work based on their findings.<br><br>Work will be targeted and prioritised to create maximum impact. | When producing outputs or solutions, our strategist will co-create with internal teams where they can.<br><br>This means the strategist will be able upskill others as they work.<br><br>It also encourages internal teams to take ownership of outputs and new ways of working. |

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# Outputs

Our content strategists can create many different artifacts and outputs. There are examples below of what they might create.

| Organisation/ department level | Product/ service level | Campaign level |
|---|---|---|
| • Operating model<br>• Team design<br>• Skills matrix<br>• Tone of voice guidance<br>• Style guide<br>• KPI/ measurement framework<br>• Workflow design<br>• Content principles | • Augmenting tone of voice<br>• Augmenting style guide<br>• Discreet workflow design<br>• IA<br>• Content mapping/ modelling<br>• Templates/ content types<br>• KPI/ measurement framework | • Channel plan<br>• KPI/ measurement framework<br>• Discrete workflow design<br>• Content mapping/ modelling |

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# Design Sprint

A rapid process for quickly solving big challenges, working towards the creation of new products and services, or improving existing ones.

Design Sprints are the fastest way to find out if a product or service is worth developing, a feature is worth the effort, or your value proposition is valid.

## Features

1. Intensive: Collaborate in a week-long design workshop
2. Co-Designing Solutions: Shape your digital products and services
3. Tailored Services: Customised plans to meet your project requirements
4. Innovative Approach: Expect fresh ideas and unconventional problem-solving strategies
5. Remote Collaboration: Seamlessly collaborate even in virtual or hybrid environments
6. Data-driven Decisions: We leverage data insights for informed design choices
7. User-Centric Validation: Validate with real users at an early stage
8. Expert Team: Our skilled professionals span design, delivery, and technology
9. Highly Effective Process: A focused, collaborative approach with impactful outcomes
10. Rapid Prototyping: Swiftly test and iterate product or feature ideas

## Benefits

1. GDS Compliance: Align with GDS Service Standards
2. Risk Mitigation: Safeguard investments in service and product development
3. Cost Savings: Avoid costly mistakes through early testing
4. Stakeholder Alignment: Get buy-in from key stakeholders
5. Confidence in Execution: Proven strategies for impactful results
6. Accelerated Innovation: Rapidly prototype and validate ideas
7. New Technologies: Assess AI as enabler to personalised products/services
8. Focused Collaboration: Intensive teamwork for efficient results
9. Time Efficiency: Condensed process for quicker outcomes
10. Clear Roadmaps: Well-defined plans for project success

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# Design Sprint

A week-long process for quickly solving big challenges, working towards the creation of new products

and services or improving existing ones. Design Sprints are the fastest way to find out if a product or service

is worth developing, a feature is worth the effort, or your value proposition is valid.

### Why run a Design Sprint?

It is no longer enough to have a 'good quality product or service', you need to have the **right** product or service. Design Sprints are the fastest way to find out if a product or service is worth developing, if a feature is worth the effort, or if your value proposition is valid.

Don't invest months to work this out; invest one week.

### What is the outcome?

The outcome of every Design Sprint is a **high-quality deliverable** (such as a web page, some app screens, a new feature proposal, all ready to develop further) **tested by real users**, and a clear vision of where to go next.

### What does a Design Sprint look like?

The Design Sprint is essentially a five-day intense hackathon.

**Day 1** we work with you to define and frame a key problem area and agree the scope for the week.

**Day 2** is about producing as many new ideas as possible.

**Day 3** is about refining, prioritising, and deciding which ideas to prototype.

**Day 4** is about rapidly building the prototype decided in Day 3, which is then tested with real users.

Results are analysed and presented back for discussion on **Day 5**.

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# Design Sprint



## What happens after a Design Sprint?

Once you have a **tangible representation** of your product in your hand and real user insights to guide your next steps, making decisions becomes a lot easier.

You could use a second sprint to iterate and polish the idea, bringing it close to being production-ready, or you could use the prototype

to take the idea further and develop the concept.

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# Digital Experience Strategy

A well-planned digital experience strategy enables successful digital transformation.

Kainos helps you develop a better understanding of your users and their needs, and design integrated multi-channel experiences that deliver maximum value to both your users and your department.

## Features

1. Effective Workshops: Design and facilitate collaborative sessions to drive success.
2. User-Centric Research: Dive deep into user needs through comprehensive research.
3. Experience Mapping: Understand current user journeys and pinpoint improvement opportunities.
4. Market Benchmarking: Analyse competitor offerings to stay ahead.
5. Digital Maturity Assessment: Evaluate your organisation's readiness for digital transformation.
6. Transformation Evaluation: Assess the impact of existing initiatives.
7. Strategic Vision: Define digital role in delivering exceptional experiences.
8. Prototyping: Develop service prototypes to minimise future investment risks.
9. Insight: Gather both qualitative and quantitative data for informed decision-making.
10. Omnichannel Integration: Seamlessly connect web, mobile, social, and other channels.

## Benefits

1. Seamless Journeys: Across online and offline touchpoints.
2. Opportunity Spotting: Clear identification of problem areas.
3. Market Leadership: Deliver exceptional customer experiences.
4. Data-Driven Decisions: Strategic approach based on evidence.
5. New Technologies: Assess AI as enabler to personalised service experiences
6. User-Centred Services: Develop services that meet users' challenges
7. Consistency and Reliability: Repeatable outcomes across projects.
8. Value Fusion: Align user needs, business strategy, and technology.
9. Risk Mitigation: Safeguard future service and product development.
10. Cost Efficiency: Streamlined processes and experiences lead to cost savings.

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# Digital Experience Strategy

Experience Strategy helps organisations to plan and deliver coherent, multi-channel experiences that deliver value to customers and the business. It is a time-boxed initiative that gathers evidence on which to make informed decisions on how to deliver the best experiences possible.

## Why develop an Experience Strategy?

Experience Strategy helps organisations ask better questions and **choose the best paths** through **digital transformation**, to deliver coherent multi-channelexperiences.

Questions such as:

1. What are our customers' needs and are these being met?
2. What is the current experience like for customers and are there any areas that can be improved?
3. What is the value exchange for our business and our customers?
4. Where should we focus our organisation's efforts and investment to deliver the best returns?
5. What service experiences do we want to create, what should we prioritise and why?

## Typical Outputs

- A vision and actionable plan for delivering successful multi-channel experiences.
- Customer journey maps summarising the current touch points and experience.
- Research into customer types and their needs.
- Benchmarking against competitor offerings.
- Market research to identify trends.
- An internal digital maturity assessment.
- An evaluation of existing transformation programmes.
- A set of hypotheses for testing.
- Service prototypes that evidence and test future states and scenarios.

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# Digital Experience Strategy



### What does an Experience Strategy look like?

We begin by understanding the organisation's mission, vision and purpose. We then understand the organisation's customers, their needs, and the current end-to- end journeys and experiences.

Combined with market research to understand competitor offerings, we will work with you to develop an experience strategy and set of hypotheses that are delivered in the form of testable prototypes.

### What happens after an Experience Strategy?

The creation and implementation of self-contained digital initiatives to realise the digital strategy and value.

### Who is it for?

It is for organisations who want to maximise interactions with customers and deliver market-leading experiences.

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# Equality Impact Assessments (EIA) and Inclusive Design

Kainos provides equality impact assessments and inclusive design services to deliver services that comply with the Public Sector Equality Duty and Equality Act.

We identify service inequalities, and we resolve inclusion barriers so you can provide equal access and equitable outcomes for all.

## Features

1. Expert equality impact assessment (EIA) covering all protected characteristics.
2. We identify all equality impact issues and propose solutions.
3. All operations including AI and data decisions are assessed.
4. Inclusive design enabling users to access reasonable adjustments.
5. Inclusive content and communications for users with inclusion needs.
6. User research validation with users with all protected characteristics.
7. Public Sector Equality Duty evidence and compliance documentation provided.
8. Ensure GDS inclusion standards and GDS assessments are passed.
9. Reporting and process enhancements to meet Equality Act ongoing.
10. All project delivery accelerated using our unique GenAI expertise.

## Benefits

1. Identify direct and indirect discrimination
2. Understand the needs of users with all protected characteristics
3. Solve service inequalities and disparity among user groups.
4. Enable digitally excluded users through digital inclusion techniques, assisted digital.
5. Ensure equality across user touchpoints and data uses.
6. Improve reasonable adjustments for users with protected characteristics.
7. Measure and monitor equality impacts for all groups.
8. Eliminate discrimination, advance equality of opportunity and foster good relations.
9. Comply with the Equality Act and Public Sector Equality Duty.
10. Drive efficiencies in project delivery with our GenAI accelerator.

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# Equality Impact Assessments (EIA) and Inclusive Design

Inclusive Design makes sure services work for diverse users and Equality Impact Assessments provide evidence of equitable impacts for all. Our Equality Impact Assessments and Inclusive Design services enable users with all protected characteristics can use your services, with fair access and outcomes. This is a legal requirement in the public sector. Kainos offers these services to help you comply with the Equality Act and Public Sector Equality Duty.

## Why engage in Inclusive Design?

By understanding the service needs of diverse users with all 9 protected characteristics, we ensure you engage the maximum possible number of users while safeguarding against user exclusion arising from biased design and delivery (indirect discrimination).

## Our Approach

1. **Equality impact assessment:** Review services to understand if users with particular protected characteristics are excluded from the service or receiving unfair outcomes from the service, and what you need to do to improve inclusion and equity.

2. **Digital inclusion:** Design multi- channel and assisted digital journeys for digitally excluded and inexperienced users.

3. **Inclusive design:** Whole system strategies that cover all aspects of service design, AI, data and operational delivery so you can provide equitable and inclusive services and continuous improvement against equality measures for users with all protected characteristics.

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# Equality Impact Assessments (EIA) and Inclusive Design



## Kainos Inclusive Design

1. **Equal access:** We make sure diverse users can access your service in a way that is accessible to them.

2. **Equal experiences:** We make sure diverse users can complete their journeys and their specific service needs are met.

3. **Equal outcomes:** We make sure diverse users achieve fair outcomes and are not negatively impacted when they use your services.

4. **Compliance:** Users are reassured your service is compliant with the Equality Act and Public Sector Equality Duty.

## Key Benefits

1. Compliance with the Equality Act, Public Sector Equality Duty, WCAG and accessibility regulations.

2. Equitable and inclusive of diverse users with all 9 protected characteristics, access needs and illnesses.

3. Reduces risk of excluding or indirectly discriminating against groups because of unconscious bias in your service designs, human and automated decisions, processes and policies.

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# Service Design

We combine a design-led approach with scaled agile delivery to support your ambitions to define, design, and deliver end-to-end product and services.

Our service design approach will help you gain a true understanding of your products and services and maximise the value you deliver to your users.

## Features

1. Focus on finding and creating measurable value, benefits and improvements
2. Key in supporting digital transformation and ensuring successful delivery
3. Highly iterative and collaborative approach
4. User journey mapping and service blueprints that ensure seamless services
5. User-centred design approach based on experimentation and integrative thinking
6. Knowledge sharing and capability building for you and your colleagues
7. Enables collaboration across departments and skillsets
8. Integrated within scaled agile delivery methodology
9. Delivered by experienced Service Design experts

## Benefits

1. Offers a big picture view by looking across products
2. Design end-to-end services that deliver clear outcomes
3. Repeatable and well-rehearsed approach ensures consistency across projects
4. De-risk future service and product development
5. Create value through combining user needs, business strategy and technology
6. Alignment on end-to-end service design supports successful delivery
7. Efficiency savings in understanding and mapping services early on
8. Introduces service design skills among stakeholders
9. Ensure your digital product meets GDS Service Standards
10. Assesses GenAI as enabler to personalised products and services

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# Service Design

At Kainos, we have significant experience and expertise in defining and designing appropriate, engaging, user- centred, sustainable, and inclusive digital products and services.

## Why engage in Service Design?

We apply design thinking and an outcome focused approach to ensure you create value across your service, by responding to user needs, business intentions, and technical possibilities.

## Our Approach

1. **Empathise**: Conduct research to develop domain understanding.
2. **Define**: Combine all your research and observe areas of opportunity and friction.
3. **Ideate**: Define the right service experiences.
4. **Prototype**: Build tactile representations for a range of ideas.
5. **Test and Learn**: Return to your users for feedback.

## Service Design principles

- **End-to-End**: In Service Design, quality is a measure of how well all parts of a service work with each other.
- **Multi-channel**: Service Design looks at
- experiences that take place over time, across channels and touch points.
- **User Centred**: Service Design is human centred. It considers the experience of all the people affected by the service.
- **Collaborative**: It is only through working across disciplines, with end users and stakeholders, that you can deliver services that fully meet organisational and user needs.

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# Service Design



## Key Benefits

1. **Clarity**: A clear understanding of user needs powers effective decisions.
2. **Confidence**: Stakeholders can be confident the solution has both business and user needs embedded.
3. **Reduced Risk**: Involving the right approach in determining needs will help quickly identify invalid assumptions.
4. **Value**: Iterative approaches to design, before committing to a solution, enable a cost- effective and timely service development.

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# User Experience (UX) and User Centred Design (UCD)

From end-to-end service design and user research, to prototyping and visual design, we offer the full range of skills and expertise needed to build and deliver GDS aligned, engaging, and inclusive digital products and services that meet customer, user and business needs.

## Features

1. Research diverse population to establish meaningful, prioritised user needs
2. Define end-to-end as-is and to-be service blueprints
3. UCD approach for scaled agile delivery and development process
4. Prototyping UX /Visual /Content Design, and Front-End Development
5. Design with inclusion and assisted digital provision in mind
6. Ensure AA level of the Web Content Accessibility Guidelines 2.0
7. Alignment and compliance with Government Digital Services (GDS) standards
8. Qualitative and quantitative data to measure effectiveness and user satisfaction.
9. Design Experts with SC-clearance
10. Explore AI for Personalisation, Predictive Analysis and Voice User Interface

## Benefits

1. Improved User Engagement: Personalised experiences lead to higher user engagement
2. Clarity: A clear view of user needs powers effective decisions
3. Accessibility: We follow Web Content Accessibility Guidelines ensuring accessibility
4. Inclusive Design: Considering digital inclusion and users with protected characteristics
5. Compliance: Our approach and outputs follow GDS Service Standards
6. Agility: Quick iterations ensure the right ideas are taken forward
7. Low risk: Our iterative approach reduces future development cost
8. Quality: Dedicated research and design talent ensure best-in-class deliverables
9. Usability: ensures digital services are easy to use
10. Enablement: Support clients to build in-house design skills and capabilities

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# User Experience (UX) and User Centred Design (UCD)

At Kainos we strongly believe in and follow a User Centred Design (UCD) approach, an approach we have successfully embedded in an agile development framework.

## Why engage in User Research & Design?

We pride ourselves on solving difficult problems and making a positive impact on people's lives.

Our user researchers and designers have worked on projects across government departments and will leverage this expertise and domain knowledge to support you in your plans to define, design and deliver successful digital services.

We engage throughout, from collecting and delivering insight and early concepts to the final interface users will interact with; we design the full, end-to-end user experience. We are fully versed in the Government Digital Service (GDS) service standards, making full use of their design resources and improving upon them.

## Our Approach

1. We begin by truly understanding the intended users of the service. Developing user insights is key to designing engaging, relevant, and appropriate experiences.

2. We define the purpose, structure, and functions of the new product or service.

3. We provide tangible design in terms of form, visual treatment, interactions and content.

4. We measure the success of our solutions and engage in continuous improvement programmes.

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# User Experience (UX) and User Centred Design (UCD)



## Kainos User Research & Design principles

1. End-to-end: Design of the full, end-to-end user experience, with user engagement throughout the research and design process, from collecting and delivering insight and early concepts to the final interface.

2. Alignment: Our UCD approach aligns with Government Digital Service (GDS) standards and principles.

3. Enablement: Throughout our engagement, we provide consultancy and training support to help enhance and complement your team's capability and ensure you have the right skills and structure to maintain and improve post-live.

## Key Benefits

1. Clarity: A clear view of user needs powers effective decisions.

2. Insight: Teams can make decisions based on facts, not assumptions.

3. Consistency: An integrated design approach ensures consistent experience across products.

4. Usability: ensures digital services are easy to use.

5. Value created combining user needs, business strategy, and technology enablers.

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# User Research

Kainos offers expert user research consultancy, specialising in designing integrated multi-channel experiences.

Our service is focused on understanding your users and their needs, ensuring maximum value for both the user and your department.

## Features

1. Planning, designing and delivering high quality, evidence-based user research
2. Qualitative methods including interviews, usability testing, ethnographic research
3. Quantitative methods including surveys, analytics, A/B testing
4. Identifying user needs, motivations and pain points
5. Robust analysis of research evidence and data
6. Document and communicate research insights and recommendations
7. Working to CDDO, GDS service standards and accessibility guidelines
8. Research approach tailored for Discovery, Alpha, Beta and Live stages
9. Experienced in assessing assisted digital needs for inclusive design
10. Use GenAI technologies to accelerate delivery and improve efficiency

## Benefits

1. Market Research Society (MRS) Company Partner accreditation
2. Applying ethical research methods and GDPR compliant data handling
3. Research ensures services meet user needs and reduces delivery costs
4. Research methods identify opportunities for experience improvements and service enhancements
5. Research drives development of inclusive and accessible services
6. Align business and user needs to create successful services
7. Informed, evidence-based decision-making to support digital transformation
8. Improve user journeys, usability and user satisfaction
9. Clear practical insights and recommendations with defined actions

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# UN International Organization for Migration

*"You are indeed **trailblazers in this space** and have much to teach the rest of the UN community"* **Marietta Muwanga-Ssevume**, CIO, **UN IOM**

The IOM is responsible for the orderly and humane management of migration and to **provide humanitarian assistance** to migrants in need – this **impacts 30 million people** per year

Kainos moved **700 virtual machines** based in data centres on **three continents** to a Microsoft Azure cloud-based environment

Improved the security, availability and resilience of **450 local missions** across **150 countries** including accelerated support for **Kabul and Kyiv missions**

**92% reduction in carbon emissions**

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# Employee Document Management (EDM)

*"We can be compliant. We can meet all the functional requirements. We can increase the efficiency of our HR teams. We can empower our employees."*

Zuzana Rozkosna | **HR Global Project Manager at Hilti**

The Hilti Group has **33,000 team members** in **120 countries**, supplying the construction and energy industries with technologically leading products and systems.

A **Workday customer since 2020**, they struggled with their document management systems – **fragmented, outdated, disconnected** and with different regions using vastly different systems.

By deploying Kainos **EDM, the first end-to-end Workday document management solution**, Hilti achieved:

- ✓ 50% of documents **signed within 24 hours**
- ✓ 50% **reduction** in document creation time
- ✓ **Retired** inefficient document management systems

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# Innovate UK:

How the uk's innovation engine achieved business transformation with workday and kainos

*"Everything is more seamless, slicker, all of our data is in one platform, all of our different departments are able to communicate and collaborate more effectively, and we have these terrific tools from Kainos that save us so much time and effort."*

**Graeme Petrie** | Systems Finance Business Partner at Innovate UK

Innovate UK is the United Kingdom's national innovation agency. A public body with **over 500 employees**, the organisation supports business- led innovation in all sectors, technologies, and UK regions.

Innovate UK chose Kainos as its official Workday partner for a few important reasons. But as Michael sums it up succinctly, the main reason was that "Kainos was the best ever—ever, ever!"

Innovate UK selected Kainos after a selection process during which they reviewed the modules they wanted to deploy, the costs, partners' offerings, and whether each partner met the organisation's procurement framework. Through this rigorous process, Kainos emerged as the clear solution for Innovate UK's Workday needs.

✓ Brought many moving parts into a **coordinated, centralised system**

✓ Provided Workday **expertise, support, and cost savings** across multiple lines of business

✓ Enabled business **transformation** through enhanced teamwork and data utilisation

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# Where we are

### The Americas

Toronto

Atlanta

Indianapolis

Denver

Buenos Aires

### UK and Ireland

London

Birmingham

Belfast

Derry

Dublin

### Central Europe

Gdansk

Amsterdam

Hamburg

Copenhagen

Helsinki

Stockholm

Antwerp

Frankfurt

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# What makes us stand out

| | |
|---|---|
| Our people | True collaboration |
| Innovation | Digital know-how |
| Common goals | Trust |

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# Digital Services

We are **engineers**, specialists. We **overcome big challenges** for our clients, through delivery of **intelligent** digital services that use the best in **talent and technology**.

| | | | | |
|---|---|---|---|---|
| NHS | HM Courts & Tribunals Service | AVIVA | NETFLIX | RBS |
| Home Office | shopify | FBD | Takeaway.com | match |

**55 million UK citizens**
positively impacted by services we've delivered

**892 customers**

**23 locations**
And growing

**99% of customers**
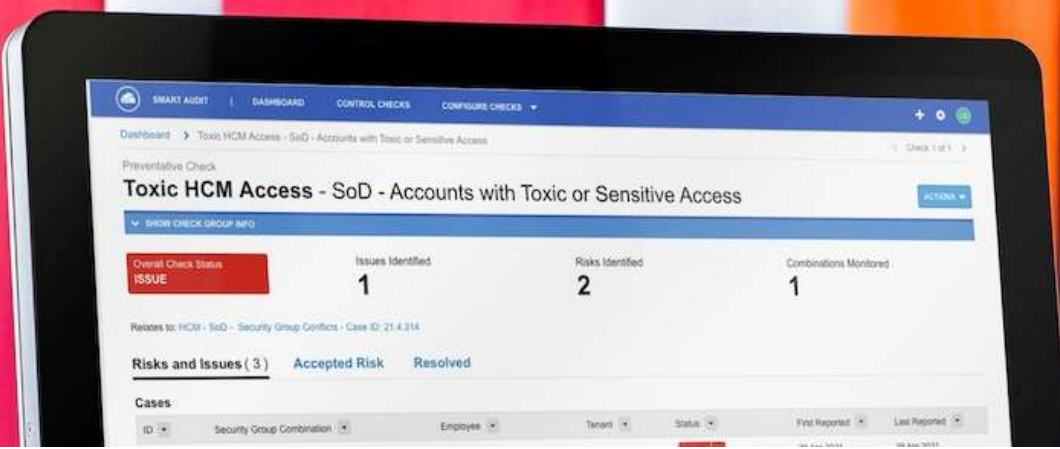rate our service as good, great or excellent

**Key partners**
Working closely with Microsoft and AWS to deliver results

**Award-winning**
80+ industry awards

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# Workday

Kainos is a Workday **phase one prime status partner** in all European and North American markets. We have worked with industry giants in over **40 countries worldwide**.

aggreko    KION GROUP    Magellan HEALTH.    St. Luke's Health    match

Crown Commercial Service    Department for Education    NETFLIX    stripe    Nasdaq

### Partner Since 2011
We are the only certified Workday Services, Software and Extend partner globally.

### Workday Services
Full range provider from pre-deployment consulting, implementation and support.

### 580 Customers
We are a Workday customer and have deployed HCM, Financials, Recruitment, Planning and PSA to run our business.

### Workday Public Sector
We have implemented and support many UK Public Sector customers.

### Kainos Smart
Our product is deployed to 400+ customers globally saving them 1000s of testing hours.

### 814 Consultants
Hold over 2100 Workday certifications covering all areas of the platform.

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# Trusted to deliver the UK Governments biggest digital programmes

## 50 million citizens

use our software to apply for a driving license, renew their car tax, apply for a passport, or register to vote.

## 25 million people

use the NHS App, developed by us to allow patients easier and quicker access to healthcare services.

## 10 million employees

benefit from our expertise in deploying, optimising and safeguarding Workday for the world's biggest brands.

## 10 million transactions

are securely anonymised in under ten minutes by just one of our digital payment solutions.

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# Our commitment to HM Government policy



## Building capability
Delivering a cross-government strategy to help departments recruit, develop and retain the right people and skills needed to transform public services.

## Diversity
Maximising service experience for citizens and civil servants by delivering projects with diverse teams, underpinned by our BAME, LGBTQIA+ and female communities.

## COVID-19 recovery
Leading the way by applying our expertise in Healthcare and technology to tackle the pandemic and inform critical decision-making.

## Accessibility
Ensuring equal access, experiences and outcomes for users with access needs and ensuring compliance with legislation, through our unique Inclusive Design practice.

## Sustainability
With a comprehensive sustainability strategy underway, we will be a Carbon Net Zero company by 2030.

## Social responsibility
Tackling workforce inequality and ensuring equal access to technical and vocational education, through our Academies, Camps and Earn as you Learn schemes.

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# The Code of Ethics

We are guided by our 6 ethical principles.

**Wellbeing**
We protect the wellbeing of our staff, customers and communities.

**Equality**
We improve access and inclusion and minimise bias.

**Transparency**
Our decisions are traceable and accountable.

**Integrity**
We hold ourselves and others to ethical standards.

**Environment**
We act responsibly towards the Earth and its resources.

**Initiative**
We take initiative to deliver social value and positive impacts.

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# Social Values

## Climate action

We are committed to act responsibly to protect the natural world around us. Our near-term aim is to be Carbon Net Zero by 2025 whilst helping our people, customers, partners and suppliers to achieve their own low carbon futures.

## Good health & wellbeing

Supporting colleagues to bring their best selves to work through initiatives, learning and guidance to safeguard social, emotional, financial, physical and career wellbeing.

## Reduced inequalities

Delivering value and innovation, supported by network groups led by LGBTQIA+, neurodiverse, disabled and ethnic diversity colleagues.

**XPRESSION**

**Neurodiversity**
a Kainos employee network group

**embrace**

**voice**
Ethnically Diverse Network

## Gender equality

Improving the gender diversity in Kainos and the tech sector through activities that inspire women to build their careers with us.

**INSPIRE**

## Quality education

Empowering our people through best practice behavioural and technical learning courses and programs and inspiring the next generation of technology leaders through our award-winning Tech Outreach projects and learning Academies.

**kainos Academy**   **kainos CodeCamp**   **kainos Earn as you Learn**

**kainos**

# Our Artificial Intelligence Projects

## The Journey

**2016**
Machine Learning and AI identified as an innovation **research topic**

**2017**
Dedicated AI Team formed to **explore interest** with clients

**2019**
Data & AI practice launched to **support our clients**

**2023**
Over **190 professionals** delivering **significant, leading-edge projects**

**£10m investment** to embed AI skills across all development teams

Supporting 25 clients with **GenAI** and **projects moving to deployment**

## Example Projects

Applied advanced NLP to automate the redaction of witness statements for a large UK policing constabulary

Used LLMs to covert over 10m complex Local Authority unstructured data points to help digitise a critical legacy service

GenAI pilot to support rigorous in-location inspection of machinery and NLP to summarise and standardise generated reports

Enabled a large-scale maritime and beach-landing data collection exercise to help develop cutting edge AI products

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# BCDR and Exit Plan

## Business Continuity and Disaster Recovery (BCDR)

A Business Continuity Plan can be provided if required. This shall set out the arrangements to be invoked in the event of an actual or perceived threat to business continuity, to ensure continued operation of the system and continuity of the services provided by Kainos pursuant to the Prime Agreement and shall include: the alternative processes, options and responsibilities that may be adopted in the event of a failure or disruption to the system and/or services provided by Kainos pursuant to the Prime Agreement; and the steps to be taken by Kainos upon resumption of the system and services provided by Kainos pursuant to the Prime Agreement in order to address any prevailing effect of the failure or disruption including a root cause analysis of the failure or disruption.

## Exit Plan

An Exit Plan can be provided if required to detail the steps that would be carried out to ensure smooth transition of Kainos services to a new supplier. The steps outlined in the Exit Plan will help mitigate against any disruption to the service during the transition period. It is assumed that any new supplier will themselves have a procedure they wish to follow during the transition period, and as such the steps in this Exit Plan will serve as a checklist for the new supplier to ensure all key areas of the transition have been covered. The Exit Plan will therefore be subject to refinement should it be exercised.

# Commercial Statement

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