

# Measure how public services are performing

G-Cloud 15: Service Definition Document

# Contents

**01 About Made Tech**

**02 Service details**

**03 Previous experience**

**04 Contact us**

In the bottom right corner of the slide, there are two overlapping green triangles. The triangle in the foreground is a vibrant green, while the one behind it is a slightly lighter shade of green.

# **01 About Made Tech**

Who we are and what we do



# About Made Tech

**Established in 2008, Made Tech helps public sector organisations deliver technology at pace. Our services include digital service delivery, technology skills enablement, legacy applications transformation and data infrastructure and insights.**

We work exclusively with public sector organisations, and our work follows Government Service Standards and is aligned with the Service Manual and Technology Code of Practice.

We're experts in delivering public sector services based upon easily scalable platforms and are leaders in delivering digital, cloud-based technology platforms using modern software engineering and architecture, and lean and agile software delivery practices.

Working collaboratively with our central and local government clients, we create user-centred, evidence-based, end-to-end services that reduce costs and vastly improve the user experience.

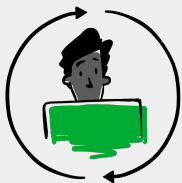
We understand how to deliver successfully using a business outcome-based approach. This ensures we deliver against the highest priorities, maximising value and minimising waste.

Continuous improvement, learning and mentoring are key values for us, and we are committed to sharing new and improved ways of working with client teams when we see opportunities to improve capabilities.



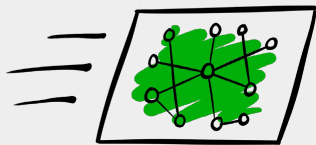
# Our mission

To help the public sector build world-class technology teams, that practice the sort of techniques and ways of working you would see in an internet-era business.



## Modernise

legacy technology  
and working practices



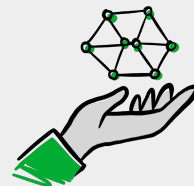
## Accelerate

digital and technology  
delivery



## Drive

smarter decisions with  
data and automation



## Enable

sustainable  
technology and  
delivery skills

# Our **services**

**Cloud and  
Engineering**

**Data**

**Strategy and  
Transformation**

**User Centred  
Design**

**Industry  
Verticals**

**Cyber Security**

**Managed  
Services**

**Problem /  
Solution  
Specific**

**Technology**



## **02 Measure how public services are performing**

Delivering user-centred digital, data and technology services to the UK public sector

# Measure how public services are performing

## **Service description:**

Understand how your organisations services are performing and costing.

Working closely with senior operations and policy stakeholders, performance analysts, service designers and engineers will benchmark how services perform now. Then, identify and implement new interventions to improve the quality and speed of data collection.



# Measure how public services are performing

## Service features:

- Working closely with senior operations and policy stakeholders
  - Multidisciplinary teams, including public servants, performance analysts and service designers
  - Workshops to clarify and agree success metrics for chosen services
  - Identifying where potential performance data is collected now
  - Benchmarking success metrics using existing operational data and analytics
  - Data and business analysis of existing services data
  - Designing and running performance dashboards for internal and external use
  - Adding analytics to existing systems
  - Add new interventions to improve data collection and quality
  - Application Programming Interfaces (APIs) to automatically share performance data
- 
- Three overlapping green triangles of varying shades are located in the bottom right corner of the slide, serving as a decorative element.

# Measure how public services are performing

## Service benefits:

- Understand how much your public services cost to operate
  - Understand if policy intent is being met by a public service
  - Identifying potential areas for operational cost reductions
  - Introduce a data-driven approach to operations and policy decision making
  - Transparent reporting
  - Continuous service improvement culture
  - Better resource allocation based on evidence
  - Enhanced accountability for service delivery
  - Ability to demonstrate value for money
  - Faster identification of service issues
- 
- Three overlapping green triangles of varying shades (light, medium, and dark green) are positioned in the bottom right corner of the slide, pointing upwards and to the right.

# **03 Previous experience**

Examples of our work



# Ministry of Housing, Communities and Local Government: **Homes for Ukraine**

## Problem:

A digital service for the Homes for Ukraine scheme to support refugees. The service was to be **launched to coincide with the policy announcement**, meaning **MHCLG had to respond incredibly quickly**.

## Solution:

We **rapidly deployed (<7 days) an SC-cleared multidisciplinary team** (engineering, UCD, data) to work with other suppliers and MHCLG senior leadership. **Policy teams were invited to service mapping and user research sessions** to unlock benefits of quickly testing ideas and making frequent iterations. **Existing architecture was re-used to accelerate delivery**.

## Outcomes:

- Working service launched within 10 days.
- High levels of engagement across MHCLG, including method advocacy of Deputy Director.
- The service enabled 180,000 expressions of interest in its first week and the settlement of ~120,000 guests to date.

# NHS England: GP Interoperability (GP-IT) Patient Record Migration Programme

## Problem:

Patient record transfers relied on physical transportation of paper files, taking up to 8 weeks and creating **dangerous care gaps**. 70 million paper records scattered across practices led to frequent **data loss**, immense **administrative burden**, and required 24/7 manual operations for 62.5 million patients.

## Solution:

We replaced the road-transport model with an **instant digital warehouse**. We developed 27 data archetypes and interoperability standards, ensuring that when a patient moves, their data moves with them instantly. This included:

- **Cloud-native architecture** providing a secure digital repository.
- CI/CD and test-driven development for **24/7 availability with zero downtime**.
- **Comprehensive monitoring** to resolve issues before they impact patient care.

## Outcomes:

- Enhanced continuity of care - patients no longer waiting weeks for GPs to access critical medical histories.
- Record migration times reduced from 8 weeks to 1 day.
- Significantly reduced data loss during transfers.
- Zero unplanned downtime maintained throughout.
- Monthly cost savings of £75,000 through reduced manual processes.
- Scalable technical foundation established for future healthcare digital initiatives.

# Ministry of Justice: **Modernising the court results system**

## Problem:

The Bichard 7 application manages **transfer and processing of 10-15K daily case results** from court systems to the Police National Computer. MoJ wanted to modernise it with **reliable, cost-effective modern technology**.

## Solution:

Given its criticality, we took a considered approach to rolling out replacement functionality. We focused on **moving to cloud and removing expensive proprietary licences**, before full legacy replacement and building new user centred products. **Test-driven development, automation and AI driven code analysis** accelerated delivery.

## Outcomes:

- Our iterative delivery released value early and de-risked delivery.
- Police users have a new service with intuitive navigation, aligned to GDS standards, fully accessible and designed inclusively.
- Easy to maintain solution with reduced total cost of ownership.

“

With the great support and guidance from the managed services team at Made Tech, I'm delighted to say this project has been a huge success. A great level of dedicated work has gone into helping us modernise the application, migrate it to AWS and rollout ongoing improvements to meet the needs of our users.

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**Dom Tomkins, Ministry of Justice Service Owner**

# Contact us

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