

Infomentum G-Cloud 15 – Unified Service Definition

Service overview

This service definition covers Infomentum's public sector digital transformation services delivered under G-Cloud 15. It applies across healthcare (including NHS and mental health), policing, justice, and wider public sector organisations. Services focus on reducing avoidable demand, protecting workforce capacity, improving access, and restoring operational flow through secure digital services, automation, data integration, and responsible use of AI.

Infomentum combines Salesforce implementation services, Agentforce AI capabilities, MuleSoft integration, and workflow automation to redesign how information moves across services, without replacing core operational systems.

Scope of services

This service definition applies to the following G-Cloud services: - NHS Digital Front Door and Patient Access Services - NHS Demand, Capacity and Workflow Automation Services - NHS Discharge Coordination and System Flow Services - Mental Health Digital Access and Engagement Services - Police Data, Integration and Intelligence Enablement Services - Public Sector Digital Front Door and Contact Reduction Services - Public Sector AI Governance and Ethical AI Advisory Services - Salesforce Data Cloud Strategy and Implementation Services (Public Sector) - Salesforce and MuleSoft Implementation Services - Salesforce and MuleSoft Managed Services and Support - MuleSoft and Salesforce Centre of Excellence (C4E) Advisory Services

Service outcomes

Across all services, the intended outcomes are: - Reduced inbound contact volumes and avoidable demand - Improved access and reassurance for service users - Protected staff capacity through automation - Improved coordination across organisations - Better visibility, reporting, and operational control - Scalable improvements at Trust, force, place and ICB level

Service components

Services may include the following components as required: - Discovery, assessment and service design - Salesforce implementation (CRM, Service, Experience and Data Cloud) - Agentforce AI-assisted digital agents and automation - MuleSoft API-led integration and connectivity - Workflow and robotic process automation - Reporting, dashboards and analytics - AI governance, assurance and operating model design - Change management, enablement and training

Users

Services support authorised public sector staff, partner organisations and service users where appropriate. Access is restricted using role-based access controls and strong authentication.

Onboarding and delivery

Engagements typically follow a phased approach: - Discovery and assessment - Design and configuration - Integration and automation - Testing and validation - Deployment and enablement - Ongoing support and optimisation

Delivery is typically iterative and agile, with regular stakeholder engagement and clear governance.

Support and service levels

Support is provided during UK business hours with priority-based response and resolution targets. Critical incidents are supported outside business hours where agreed. Managed support options include access to a support portal, dedicated service management, regular service reviews and governance through structured change management.

Security and compliance

Services operate within an ISO/IEC 27001 certified Information Security Management System and are supported by Cyber Essentials Plus. Controls include access management, monitoring, vulnerability management, incident management and change control. Salesforce and MuleSoft provide underlying platform security.

Resilience and availability

Services rely on the resilience and availability of enterprise cloud platforms, including built-in redundancy, monitoring and failover. Operational processes support incident response and customer communication.

Data handling

Data is processed and stored in accordance with contractual requirements and applicable UK public sector data protection obligations. Access to data is restricted, logged and auditable.

Change management

Changes are managed through a controlled change management process, including impact and security assessment, testing in non-production environments and controlled deployment.

Service boundaries

Services do not include clinical diagnosis, treatment decisions, legal advice or autonomous decision-making. Responsibility for operational and clinical decisions remains with the customer.