

# G- Cloud 15

**Service Description : Virtual Assistant**



Coforge

A decorative orange curved line starts from the bottom left and curves upwards towards the top right corner of the slide.

# Coforge at a glance

## KEY STATS

**\$1.45Bn**

FY24 Revenue Est.

**\$462Mn**

FY26 Q2 Revenue

**\$1.63Bn**

FY26 Executable  
Order Book (up to Q2)

## CLIENTS

**260**

Clients

**10+ years**

Average tenure for Top 10 clients

**61**

Forbes Global  
1000 clients

**65**

Net Promoter  
Score (NPS)

**94%**

Repeat client business  
(Q3FY24)

## PEOPLE

**35,000+**

Employees worldwide  
as on Nov 30th, 2025

**11.0%**

Attrition rates  
on Nov 30th, 2025

**25**

Countries

**31**

Delivery Centers



# Public Sector

Modernizing the Public Sector and nonprofits worldwide driving digital transformation, delivering accessible, inclusive, and secure citizen centric services while ensuring value and social impact.

20+

Public Sector Customers

1500+

Industry Experts

10+

Frameworks

15+

Talent & Skill Academics

10+

Years experience Public Services

50+

Digital Transformations Delivered

 Cloud & Infra Services

 Digital Services

 Application Development

 Quality Engineering

 Data and Analytics

 Intelligent Automation

Digital Process Automation partner for multiple strategic areas for a large government department

Strategic IT transformation partner for leading Communications Regulator providing Cloud, Application, Data & Innovation services

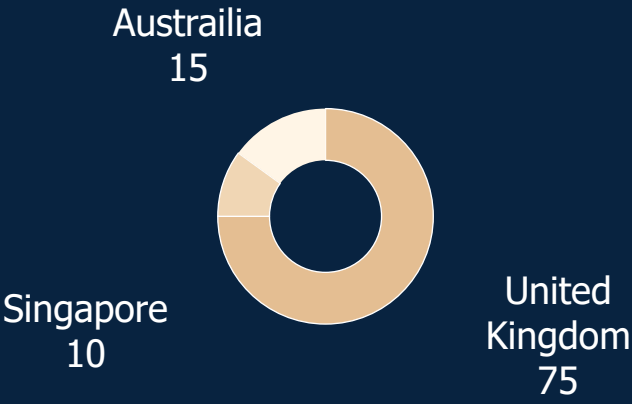
Pega-based digital transformation enhancing audit efficiency, ensuring a paperless transition for a major government department

 Central/Federal Government & Agencies

 Local/State Government & Councils

 Nonprofit & Community Organizations

 Utilities



Our industry specific partners

 MuleSoft

 PEGA

 Microsoft Azure

 Appian

 aws

 salesforce

 servicenow

 Google Cloud

 sitecore

# Key differentiations.



## Citizen-centric & ethical innovation

**Responsible AI:** Focus on transparent, unbiased AI for services

**Design thinking:** User research and GDS compliance to co-create services with citizens and front-line staff



## End-to-End digital transformation

**Full-Service capabilities:** Combine strategy, cloud, cybersecurity, data/AI and operational delivery under one roof

**Proven frameworks:** Reusable frameworks like APR, DONE to accelerate projects (e.g., modernizing legacy systems)



## Strategic partnerships & ecosystems

**Hyperscale alliances:** Deep ties with Microsoft (Azure), AWS and GCP- key for GovTech frameworks

**Platform alliances:** Top partners for Pega, Salesforce, ServiceNow and Appian delivery solutions to clients such as HMRC, DWP, Ofgem



## Scale & local presence

**Large UK footprint:** Thousands of employees across the UK, including dedicated public sector teams with security clearances (SC/DV) and expertise in compliance

**Global backing:** Leverage global R&D while tailoring solutions to UK-specific needs

# Our ESG Ambitions, Pledge and Strategies

**ESG Ambition:** “At Coforge, sustainability is not an adjunct to growth; it is the way we grow as an organisation. In line with our ESG vision, ‘In Harmony with the Environment,’ we focus on creating lasting value through co-existence: of business with nature, innovation with empathy, and growth with equity. As we move forward, we are committed to ensuring that our progress not only uplifts our enterprise but also the communities and ecosystems around us. Sustainability is prioritised across all operational aspects, ensuring that our impact is both measurable and meaningful.”

**Sudhir Singh, Chief Executive Officer**

**Our comprehensive ESG strategy and approach towards a responsible and sustainable organization considers both, a long-term objective, as well as short-term implications of our initiatives, activities and business decisions.**

## Our Commitment and Goals

| Reduce our environmental impact                                                                            | Social inclusiveness and community development                                                                                                                                                                                              | Follow strong ethics and code of conduct                                                                                                          |
|------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| <div>Be Carbon Neutral by 2040</div> <div>Be Zero Waste by 2040</div> <div>Be Water Positive by 2040</div> | <div>Drive holistic well-being, health &amp; wellness of the workforce</div> <div>Enhance livelihood of communities, through social &amp; community development initiatives</div> <div>Drive equality and inclusiveness at all levels</div> | <div>Empowered, diverse and inclusive board</div> <div>Adhere to strong code of ethics</div> <div>Secure digital assets with Cyber Security</div> |

# Partnering with us, you gain access to the exceptional partner ecosystem.

### Cloud, Data and AI

### Integration/CRM

### Customer Experience

### DPA

### Extended Ecosystem

### Awards & Recognitions

GenAI Customer Value Partner of the Year 2025: Americas

SPECIALTIES

- 1-to-1 Customer Engagement (Americas)
- Government (Asia Pacific)
- Pega Platform (Americas, EMEA)

AUTHORIZED GEOGRAPHIES

- Americas
- Asia Pacific
- EMEA

Global Premier Partner

Appian Europe 2024: Public Sector Partner of the Year

Appian 2018: Regional Partner of the Year - APAC

Standard of Excellence Customer Award at Formation'24

MuleSoft 'Top Partner of the Year' award 2024

### Industry

6 | © Coforge, 2026 | Confidential

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# Case Study: Modernising Enterprise Information and Document Operations for a Leading UK Government Agency

## Business Challenge:

The agency needed to modernise and unify its document and case management systems to securely handle billions of records, support high-volume operations, and meet strict compliance standards. Legacy platforms limited scalability and integration, making it difficult to efficiently serve diverse departmental needs.

## Coforge Solution:

- Delivered a secure, scalable, and integrated enterprise content management platform using OpenText Documentum technologies.
- Automated workflows and business rules streamlined document and case management across departments.
- Enhanced search and knowledge discovery enabled faster, smarter decision-making for users.
- Ensured robust compliance and operational resilience, deeply integrated with business-critical systems.
- Leveraged extensive public sector experience to efficiently manage billions of documents and support over 100,000 users.
- Provided a comprehensive suite of services including digital mailroom, legal case management, fraud case tracking, archiving, and seamless integration with productivity and case management applications.

## Results:

- Enabled secure, compliant management of billions of documents and empowered over 100,000 users with improved efficiency and user experience.
- Delivered streamlined workflows and faster decision-making, ensuring reliable service delivery and ongoing innovation.

## Key Highlights:

- Provided a scalable, resilient architecture with deep integration across business-critical systems and diverse public sector functions.
- Demonstrated a proven track record of success in complex environments, combining automation, compliance, and seamless operations.

# Case Study : Cloud Migration and Infrastructure Modernisation for Leading UK Non-Profit Organisation

## Business Challenge:

- On-premises server infrastructure running on EOL/EOS hardware & software, resulting in Frequent Outages, Loss of Productivity ,Increased Service Cost
- Due to EOL hardware, technology transformation was not possible
- Shared infrastructure between multiple Charities

## Coforge Solution:

- Coforge provided solution to move the existing infrastructure to MS Azure public cloud-based solution. It helped to reduce the outages and stabilized the customer infrastructure
- Coforge proposed an Agile-based sprint methodology during the migration of the 359 servers and applications to the cloud
- Identity and Access Management (IAM) architecture was designed in AD to provide frameworks for protecting data and resources
- MPLS Network infrastructure was segregated for each Charities with dedicated server's implementation on Microsoft Azure platform

## Results:

- Coforge solution delivered an immediate 30% cost saving with further sustainable year-on-year reductions
- Increased operational efficiency was up by up to 80%, saved user's effort by up to 60%, and effective business operations
- Deploying API/Data storage to the cloud, cut down on infrastructure costs by up to 50%
- C-SAT scores improved from previous service provider@10% to 80% in 6 months
- No downtime reported since customer moved to Azure Cloud services

## Key Highlights:

- Stable and Scalable Infrastructure
- Cost-Efficient IT
- Reduced E-Waste
- Lower Carbon Footprint

# Case Study : Enhancing Network Security and Infrastructure for a Leading UK Non-Profit Organisation

## Business Challenge:

- Virtual Router & Virtual firewall, as a service provided by Equinix at their Datacenter in London, was reaching EOL/EOS.
- Dependency of manual configuration and license management with Equinix product engineering team

## Coforge Solution:

- New Virtual router and Virtual Firewall configured and Provisioned by Coforge using Equinix fabric portal
- Migrated all cross connect connections from Virtual router & Firewall to newly upgraded infrastructure with higher capacity
- Coforge retained configured internal/public IPs to minimize the impact

## Results:

- Ease of management & operation through Equinix fabric portal
- Dependency on Equinix direct vendor eliminated. Coforge took over the ownership for better & faster vendor support
- Equinix fabric portal migration option identified and tested for automated virtual connection migration
- Firewall log management enhanced with granular traffic overview

## Key Highlights:

- Upgraded the infrastructure to the supported levels
- Elimination of vendor dependency
- Increased response and resolution time

# Virtual Assistant

## Service Description

Coforge’s Virtual Assistant chatbot framework leverages NLP to enhance customer engagement, accelerate enquiries, and streamline transactions. It integrates with back-office and third-party systems, offering voice or text interactions across multiple cloud platforms including MS Azure Bot Service, Amazon Lex, and Dialogflow for scalable digital automation.

## Features

- Voice or text interaction supported across multiple cloud platforms.
- Compatible with Azure Bot Service, Amazon Lex, Dialogflow.
- Supports rich cards, graphics, audio, and video interfaces.
- Integrates with CRM, ITSM, RPA, and analytics tools.
- Provides asynchronous invocation response for improved performance.
- Anomaly detection with automated human agent queueing and handover.
- Agent dashboard enables conversation context transfer seamlessly.
- Microservices-based architecture with complete DevOps integration.
- Workflow management enabled through integrated workflow engine.
- Multi-channel integration with Teams, Slack, Webchat, and portals.

## Benefits

- Reduces service cost per customer or worker significantly.
- Improves service quality through better access and automation.
- Supports AI chat, voice, video, messaging, and CoBrowse.
- Enables chatbot-agnostic orchestration across multiple chatbot systems.
- Faster go-to-market with ready AI platform capabilities.
- Helps organizations adopt automation effectively and rapidly.
- Agent handoff blends AI productivity with human agility.

**For more information, please connect.**

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