



SERVICE DEFINITION

G-CLOUD 15

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Who we are

Acuity Applied Limited is a UK-based digital consultancy specialising in the delivery of cloud, digital, and data services for public sector organisations. The leadership team has extensive experience delivering digital services and transformation programmes across central and local government, as well as private and third-sector organisations.

Acuity Applied Limited has been an approved Crown Commercial Service (CCS) supplier for over six years, demonstrating ongoing compliance with public sector procurement requirements. The organisation holds Cyber Essentials Plus certification, reflecting a commitment to robust information security and data protection practices.

The company has specialist experience in local government digital services, including Housing, Council Tax, Social Care, Parking, and Planning, as well as central government fund and programme delivery. Services are delivered using established user-centred design (UCD) principles to ensure solutions are usable, accessible, secure, and aligned to both citizen and officer needs.

How we work

Acuity Applied provides full multi-disciplinary delivery teams covering development, testing and quality assurance, UX and service design, business analysis, agile delivery, and project and programme management. This integrated capability supports end-to-end delivery of public sector digital services.

The team has strong working knowledge of the GOV.UK Design System and a proven track record of successful Service Assessments. Delivery is aligned with relevant UK government standards and guidance, including the Service Standard, the Technology Code of Practice, and the NCSC Cloud Security Principles, ensuring services are usable, secure, and maintainable within public sector environments.

Delivery combines modern cloud technology, user-centred design (UCD), and extensive user research with agile delivery practices. Multidisciplinary teams are embedded alongside client teams to deliver services from Discovery through Alpha, Beta, and Live. This approach supports effective collaboration, knowledge transfer, and sustainable outcomes.

Acuity Applied's digital delivery experience includes:

- Delivery of local and central government digital services, citizen portals, and case management solutions
- Integration with backend systems and cloud platforms, including Azure, AWS, and Google Cloud Platform

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- Design, development, and governance of Power Platform, Salesforce, and SharePoint solutions
- Agile transformation, change management, service design, and programme delivery
- Implementation of fund management systems and reporting dashboards for central government departments

The service places a strong emphasis on collaboration, capability building, and continuous improvement. Acuity Applied works with clients to upskill internal teams and embed best practices, enabling public sector organisations to operate, adapt, and evolve their services with confidence and resilience.

Service Overview

This service enables public sector organisations to plan and deliver change programmes, including cloud adoption, in a structured and risk-managed way. It provides integrated digital, cloud, data, and agile transformation services that support effective transition, reduce delivery risk, and align with the GDS Service Standard, Technology Code of Practice, and accessibility requirements.

Value for Money

The service is delivered using a cost-effective, sustainable delivery model designed to maximise value for money for public sector customers. Delivery is structured around a tiered resourcing approach that combines senior oversight with appropriately skilled delivery roles.

Senior practitioners provide leadership, assurance, and decision-making, while Associate and Trainee roles support delivery activities under supervision. This approach avoids reliance on senior-only teams, reducing day rates while ensuring quality and continuity of delivery. Knowledge transfer is embedded throughout delivery, reducing dependency on the supplier and supporting the development of internal capability.

This model enables customers to achieve required outcomes at lower overall cost compared to traditional consultancy-led delivery models.

User-Centred Design

User-Centred Design (UCD) is integral to the delivery of the service. Design and research activities are embedded within delivery teams to ensure solutions are usable, accessible, and aligned with user needs.

User research and interaction design are carried out early and iteratively, informing design and technical decisions throughout delivery. This approach reduces the risk of



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delivering services that do not meet user needs and minimises rework during later delivery phases, reducing whole-life service costs.

Accessibility considerations are incorporated throughout delivery to support compliance with WCAG 2.2 AA.

Flexible Resourcing and Scalability

The service uses a flexible resourcing model that allows customers to scale delivery capacity up or down in response to changing priorities or budget constraints.

Delivery is primarily provided by UK-based multidisciplinary teams. Where appropriate and subject to customer agreement, delivery capacity can be adjusted through alternative resourcing options, without loss of delivery momentum or quality.

This approach supports continuity, resilience, and effective risk management while maintaining strong governance, security, and stakeholder engagement.

Onboarding Activities

- Teams are carefully selected for each work package to ensure clients receive the appropriate skill sets.
- Before the assignment starts, the engagement leader briefs the team on strategy, goals, and outcomes.
- The engagement leader works with the client to ensure expectations are met and the service is delivered effectively.

Service delivery

- Service work packages are agreed with the client to meet individual organisational needs.
- A managing consultant leads the team, ensuring resources are deployed efficiently.
- Services are flexible to optimise client internal resources and deliver value for money.
- All work is priced in accordance with the SFIA rate card.

Service management

- Dedicated engagement leader oversees service delivery and maintains client contact.
- Continuous monitoring of satisfaction and early issue detection.
- Feedback collected formally or informally at the end of each assignment for continuous improvement.



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Service constraints

- Minimal constraints on services.
- Teams can be scaled quickly from our pool of high-calibre professionals.
- Flexible deployment for short- or long-term engagements.

Service levels

- Managing consultants and delivery teams are available 9am – 5pm, Monday to Friday, with out-of-hours access where required.
- Service levels can be agreed per engagement.

Ordering and invoicing

- Flexible ordering via telephone, email, or face-to-face.
- Orders confirmed through an online service, allowing immediate review and acceptance.

Termination terms

- Clients can terminate without cause with five working days' notice.
- Early termination accommodated wherever possible.

Customer responsibilities

Clients are responsible for:

- Providing access to offices, workspace, and IT equipment where needed.
- Providing initiative details and scope of support required.
- Participation in workshops, meetings, and user testing.
- Verifying satisfactory completion of services.



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Power Apps Support and Modernisation (with Azure AI)

Acuity Applied provides Microsoft Power Platform cloud support, modernising legacy systems through low-code Canvas, Model-Driven, and Power Pages solutions. We offer Power Automate RPA, GDS-aligned delivery (Discovery to Live), and Azure AI/OpenAI integration. Our services ensure robust Dataverse security, automated insights, and ongoing managed support for mission-critical business processes.

Service features

- End-to-end design, build, and support for Microsoft Power Platform.
- Automate complex business processes using Power Automate and RPA.
- Modernise legacy applications into secure, scalable low-code cloud solutions.
- Integrate Azure AI and OpenAI for automated insights and intelligence.
- Develop accessible Canvas and Model-Driven apps following GDS standards.
- Secure data architecture and integration using Microsoft Dataverse.
- Custom API and connector development for seamless system integration.
- Ongoing managed services, maintenance, and proactive application monitoring.
- Implementation of Power Platform governance and Centre of Excellence.
- User-centric design compliant with WCAG 2.2 accessibility requirements.

Service benefits

- Accelerated digital transformation through rapid low-code application development.
- Reduce operational costs by automating manual and repetitive tasks.
- Maximise return on investment from existing Microsoft 365 licensing.
- Improve decision-making with real-time data visualisations and AI insights.
- Scalable cloud architecture that grows with your organisational needs.
- Enhanced security and compliance within the protected Microsoft environment.
- Empower mobile workforces with responsive apps for all devices.
- Minimise technical debt by replacing unsupported legacy software systems.
- Seamless knowledge transfer to upskill your internal digital teams.
- Reliable application performance through expert ongoing technical support.

Service scope

The service includes ongoing support, issue resolution, minor enhancements, and advice. Support levels and service hours are agreed with the customer.

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Power Automate Support and Process Automation (with Azure AI)

Acuity Applied Limited provides expert support and optimisation for Microsoft Power Automate. We automate business processes using cloud and desktop flows to improve reliability and efficiency. We integrate native Azure AI services to enhance search and workflow automation without developing proprietary models, ensuring scalable, platform-native solutions for public sector organisations.

Service features

- Full support and maintenance of Power Automate flows.
- Rapid incident logging and resolution for automated processes.
- Proactive monitoring and optimisation of organisational workflows.
- Integration with Microsoft 365, Dataverse, and third-party services.
- Continuous error handling and iterative process improvements.
- Automated testing to ensure workflow reliability and validation.

Service benefits

- Reduced operational effort and minimised business risk.
- Increased consistency across all automated business processes.
- Faster processing times for critical organisational tasks.
- Enhanced staff productivity through intelligent task automation.
- Better visibility and governance of the automation estate.

Service scope

The service covers design, build, ongoing support, troubleshooting, optimisation, and minor enhancements. Support arrangements are agreed with the customer.



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Power BI Support and Reporting Services (with Azure AI)

Acuity Applied Limited provides ongoing support for Microsoft Power BI, ensuring reliable access to management and operational insights. We maintain and enhance reporting solutions using platform-native Azure AI for automated data analysis. We integrate existing Microsoft services rather than developing proprietary models, ensuring secure, scalable analytics.

Service features

- Ongoing support and maintenance of Power BI reports and dashboards.
- Comprehensive incident management and technical troubleshooting for reporting solutions.
- Professional data model optimisation to improve reporting efficiency.
- Seamless integration with Dataverse, SQL, and various third-party sources.
- Performance tuning and refresh optimisation for faster data loading.
- Robust access control management and security support for data.

Service benefits

- Improved organisational access to accurate and timely management information.
- Reduced manual reporting effort through automated data processing workflows.
- Increased reliability and performance for business-critical dashboards.
- Enhanced support for informed, data-driven decision-making across the organisation.
- Secure, role-based access ensuring data protection and compliance.

Service scope

The service includes design, build, ongoing support, issue resolution, enhancements, and advice. Service levels are agreed with the customer.



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Power Virtual Agents Support (with Azure AI)

Acuity Applied Limited provides expert support for Microsoft Power Virtual Agents. We help organisations design, operate, and improve conversational chatbots using platform-native Azure AI capabilities.

Service features

- Ongoing support and maintenance of Power Virtual Agents bots.
- Comprehensive incident logging and rapid issue resolution.
- Seamless integration with Power Automate and Microsoft Dataverse.
- Regular updates to conversation flows and chatbot content.
- Continuous monitoring and optimisation of chatbot performance.
- Rigorous testing and validation of all chatbot functionality.

Service benefits

- Improved self-service capabilities for organisational users.
- Reduced demand on human support teams through automation.
- Delivery of consistent and controlled responses to queries.
- Faster updates to chatbot logic and automated content.
- Easily scalable support solutions to meet changing demand.

Service scope

This service covers the design, technical setup, migration, and long-term support of your contact centre. Support levels are tailored to specific organisational needs and agreed upon directly.

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Content Management Support using Umbraco (with Azure AI Search)

Acuity Applied Limited provides ongoing support and maintenance services for content management systems built using Umbraco. We support organisations to operate, maintain, and enhance Umbraco-based websites and content platforms, including configuration and support of Azure AI-powered search to improve content discovery. AI capabilities are provided through configuration and integration of Microsoft Azure AI services.

Service features

- Support and maintenance of Umbraco CMS platforms.
- Built with GOV.UK Design System components for consistent, accessible interfaces.
- Incident logging, investigation, and resolution.
- Content structure and template updates.
- Azure AI-powered search configuration for improved content discovery.
- Performance, security, and version management.
- Accessibility support aligned with WCAG 2.2 AA.
- Integration with Azure services and third-party APIs.
- Install and configure Umbraco Workflow for streamlined content approvals.

Service benefits

- Improved discoverability of content using Azure AI search.
- Reliable operation of public-facing and internal content platforms.
- Reduced risk through regular maintenance and updates.
- Improved content authoring and publishing efficiency.
- user-friendly experience that meets government accessibility and usability standards.

Service scope

The service includes ongoing support, issue resolution, configuration changes, minor enhancements, and advice. Support levels and service hours are agreed with the customer.

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Microsoft Dynamics 365 Customer Service Implementation and Support

Acuity Applied Limited provides implementation and managed support for Microsoft Dynamics 365 Customer Service. We deploy omnichannel contact centre solutions using Copilot and Azure AI, prioritising platform configuration over proprietary models to deliver secure, scalable and compliant public sector.

Service features

- Installation, configuration and deployment of Dynamics 365 Customer Service infrastructure.
- Omnichannel support for voice, chat and email.
- AI-powered IVR and conversational virtual assistants.
- Integration with Dynamics 365, Teams and third-party CRM systems.
- Intelligent skills-based routing for efficient citizen engagement.
- Ongoing managed support and proactive maintenance of contact centres.

Service benefits

- Seamless multi-channel communication for enhanced citizen engagement.
- Increased agent productivity through Copilot-driven insights and automated workflows.
- Reduced operational costs through improved self-service and containment rates.
- Faster resolution of complex public sector enquiries.
- Secure, compliant environment using trusted Microsoft technologies.

Service scope

- The service includes design, build, ongoing support, issue resolution, enhancements, and advice. Service levels are agreed with the customer.

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FOI, SAR and Correspondence Management

Acuity Applied Limited implements and supports Dynamics 365 for managing FOI, SAR and correspondence. We automate case lifecycles using native platform features and Azure AI for intelligent triage. Our approach ensures legislative compliance, secure data handling and efficient case management, reducing administrative burdens for public authorities.

Service features

- Installation, configuration and deployment of Dynamics 365 Customer Service infrastructure.
- Omnichannel support for voice, chat and email.
- AI-powered IVR and conversational virtual assistants.
- Integration with Dynamics 365, Teams and third-party CRM systems.
- Intelligent skills-based routing for efficient citizen engagement.
- Supervisor drop-in for live monitoring and support of agents.
- Ongoing managed support and proactive maintenance of contact centres.

Service benefits

- Seamless multi-channel communication for enhanced citizen engagement.
- Increased agent productivity through Copilot-driven insights and automated workflows.
- Real-time sentiment analysis to better understand and respond to citizen needs.
- Faster resolution of complex public sector enquiries.
- Reduced operational costs through improved self-service and containment rates.
- Improved oversight and support through supervisor drop-in and monitoring capabilities.
- Secure, compliant environment using trusted Microsoft technologies.

Service scope

The service includes design, build, ongoing support, issue resolution, enhancements, and advice. Service levels are agreed with the customer.

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SharePoint Document and Records Management (with Azure AI)

Acuity Applied Limited delivers expert implementation and support for Microsoft SharePoint document and records management. We automate information lifecycles using native platform features and Azure AI for intelligent classification. Our services focus on platform-native configuration rather than proprietary model development, ensuring secure, compliant and scalable information governance.

Service features

- Implementation and configuration of SharePoint document and records management.
- Automated information lifecycle management with built-in retention policy enforcement.
- Intelligent document classification using native Azure AI capabilities.
- Secure external sharing and collaboration with granular access controls.
- Integration with Microsoft 365, Teams and Power Platform.
- Comprehensive audit logging and compliance reporting for records.

Service benefits

- Guaranteed compliance with GDPR and public sector record-keeping standards.
- Built-in retention policies reduce risk and ensure consistent data governance.
- Improved information discoverability through AI-powered tagging and metadata.
- Reduced storage costs by automating disposal of redundant data.
- Enhanced data security through robust, role-based permission models.
- Increased collaboration efficiency across departmental and organisational boundaries.

Service scope

The service includes design, build, ongoing support, issue resolution, enhancements, and advice. Service levels are agreed with the customer.

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SharePoint Modern Intranet & Digital Workplace

Acuity Applied Limited provides design, implementation, and support for modern SharePoint intranets. We create engaging, mobile-first digital workplaces using native Microsoft 365 features and Azure AI for enhanced search. We focus on platform integration to deliver secure, accessible, and user-centric communication tools for public sector organisations.

Service features

- Design and deployment of modern, branded SharePoint intranets.
- Mobile-first responsive design for access on any device.
- Configuration of personalised news and internal communication hubs.
- Integration with Microsoft Viva for enhanced employee experience.
- Advanced search setup using native AI for content discovery.
- Ongoing managed support and proactive platform maintenance.

Service benefits

- Improved employee engagement through centralised and accessible internal communications.
- Enhanced productivity with faster access to critical tools and information.
- Consistent organisational branding and user experience across all departments.
- Better knowledge sharing and collaboration across the entire workforce.
- High availability and reliability through a trusted cloud platform.

Service scope

The service covers the full project lifecycle: design, build, migration, and long-term support. Support arrangements are tailored to specific requirements and agreed with each organisation.



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Power BI Support and Reporting

Acuity Applied Limited provides expert support for Microsoft Power BI, delivering secure access to operational and strategic insights. Using platform-native features, Azure AI, and Copilot, we create and maintain scalable, integrated reporting solutions that enable intelligent data analysis, evidence-based decision-making, and enhanced transparency across UK public sector organisations.

Service features

- Support and maintenance of Power BI reports and dashboards.
- Incident management and technical troubleshooting for reporting solutions.
- Data model optimisation to improve reporting efficiency.
- Integration with Dataverse, SQL, council backend systems, and third-party data sources.
- Performance tuning and refresh optimisation for faster dashboard loading.
- Access control management and security support for sensitive data.

Service benefits

- Timely, accurate management information for better operational oversight.
- Reduced manual reporting through automated data processing.
- More reliable, performant dashboards for business-critical monitoring.
- Enhanced support for informed, data-driven decision-making.
- Secure, role-based access ensuring compliance and data protection.



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User-Centred Design Strategy & Cloud Transformation

Acuity Applied Limited provides expert Design Strategy services to help public sector organisations align cloud initiatives with user needs. Following GDS Service Standards, we define actionable roadmaps and service blueprints, validate service viability, and ensure accessibility and inclusion. Our approach leverages native Azure AI and Copilot to generate evidence-driven insights, delivering user-centred strategies that accelerate effective digital transformation across the UK public sector.

Service features

- Delivering user-centred design strategies aligned with GDS Service Standards.
- Conducting comprehensive cloud readiness assessments and defining strategic technology roadmaps.
- Performing evidence-driven user research to define core service requirements.
- Developing prototypes and workflows for future-state service validation.
- Facilitating collaborative workshops for stakeholder alignment and knowledge transfer.
- Identifying capability duplication to reduce technical debt and inefficiencies.
- Providing strategic guidance on accessibility, security, and legislative compliance.
- Offering ongoing managed support and iterative service design improvements.

Service benefits

- Early identification and mitigation of critical service risks.
- Improved citizen outcomes through inclusive and accessible service design.
- Reduced operational costs by eliminating redundant or inefficient processes.
- Accelerated time-to-value for cloud-based digital transformation projects.
- Enhanced stakeholder engagement through clear, evidence-based visual roadmaps.
- Upskilled internal teams through collaborative design thinking practices.
- Assurance of compliance with Cyber Essentials and GDS requirements.

Service scope

Covers strategic planning, user research, and design validation. Support levels and project milestones are tailored to organisational needs and agreed directly with each client.

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Business Analysis as a Service (Cloud Transformation)

Acuity Applied Limited provides expert Business Analysts. We bridge technical and business domains, translating complex organisational needs into actionable digital requirements. Following GDS standards, our BAs map processes, identify efficiencies, and ensure your cloud investment delivers measurable value.

Service features

- Mapping "As-Is" and "To-Be" processes for cloud optimisation.
- Eliciting and documenting functional and non-functional requirements.
- Creating GDS-aligned User Stories, Epics, and Acceptance Criteria.
- Managing stakeholders to align business goals with technical delivery.
- Conducting feasibility studies and options appraisals for cloud services.
- Facilitating MoSCoW prioritisation to manage project scope effectively.
- Assisting in business case development and benefits realisation planning.
- Supporting User Acceptance Testing (UAT) to ensure requirement delivery.

Service benefits

- Reduced project risk through clear, unambiguous requirement documentation.
- Improved operational efficiency by streamlining automated cloud workflows.
- Enhanced stakeholder buy-in via collaborative and transparent analysis.
- Guaranteed alignment with GDS Service Standards and legislative policy.
- Cost savings by identifying and removing redundant legacy processes.
- Faster delivery cycles using high-quality, developer-ready User Stories.
- Secure, Cyber Essentials-compliant analysis protecting sensitive public data.

Service scope

This service covers the full business analysis lifecycle, from initial discovery to requirements validation. Support levels and team scaling are tailored to specific organisational needs and agreed upon directly.



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Artificial Intelligence (AI) and Machine Learning (ML) Services

Acuity Applied Limited delivers expert AI and Machine Learning services for the public sector. We implement platform-native Azure AI and Copilot solutions to automate complex data analysis

Service features

- Readiness discovery to assess organisational AI and data maturity.
- Implementation of platform-native machine learning and predictive modelling.
- Configuration of Copilot and generative AI for automated workflows.
- Ethical AI assessments aligned with government regulatory frameworks.
- Integration of AI with Power Platform and Dynamics 365.
- Ongoing managed support and proactive AI performance monitoring.
- Data preparation and cleansing for high-accuracy machine learning.
- Skills transfer to empower internal teams with AI capabilities.

Service benefits

- Data-driven decision-making through actionable, automated machine learning insights.
- Reduced operational costs via intelligent automation of manual tasks.
- Improved service accuracy using predictive analytics for citizen needs.
- Enhanced organisational efficiency through scalable, cloud-native AI infrastructure.
- Full compliance with Cyber Essentials and statutory data security.
- Ethical and transparent AI implementation following GDS Service Standards.
- Rapid time-to-value for complex digital transformation and AI projects.

Service scope

This service covers the full AI lifecycle: from initial ethical discovery and data preparation to deployment and ongoing managed support. Support arrangements are tailored to specific requirements and agreed with each organisation.



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Cloud Application Development & DevOps Services

Acuity Applied Limited provides full-lifecycle cloud application development and DevOps services. We build scalable, secure solutions using native Azure services and modern agile methodologies. Our services prioritise platform-native configuration and GDS Service Standards, delivering Cyber Essentials-certified development that ensures high-quality, resilient, and accessible digital services for the UK public sector.

Service features

- Agile software development following GDS Service Standards.
- Implementation of automated CI/CD pipelines for rapid deployment.
- Professional DevOps support for continuous cloud service improvement.
- Development of secure, accessible, and user-centric web applications.
- Robust API design and integration across cloud ecosystems.
- Cloud-native application architecture using microservices and serverless technology.
- Ongoing managed support and proactive technical platform maintenance.
- Rigorous unit, integration, and user-acceptance testing protocols.

Service benefits

- Faster delivery of digital services through agile DevOps practices.
- Improved service reliability and uptime via automated cloud workflows.
- Enhanced user satisfaction through inclusive, GDS-compliant digital design.
- Reduced technical debt by using scalable, platform-native cloud features.
- Full compliance with Cyber Essentials and government security standards.
- Cost-effective development through iterative, evidence-based agile delivery.
- Increased organisational agility to meet changing citizen and legislative demands.

Service scope

This service covers the end-to-end development lifecycle, from technical discovery and prototyping to live deployment and long-term managed support. Support arrangements and team structures are tailored to specific organisational requirements and agreed upon directly.

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Cloud Migration Planning & Implementation

Acuity Applied Limited provides end-to-end cloud migration support following GDS Service Standards. We manage the secure transition of legacy workloads to Azure or AWS, utilising automated tooling and platform-native AI. Our Cyber Essentials-certified service ensures minimal disruption, cost-optimised infrastructure, and legislative compliance for complex UK public sector digital transformations.

Service features

- Comprehensive readiness assessment and legacy infrastructure auditing.
- Strategic roadmap development for phased or "big bang" migrations.
- Automated workload migration using Azure Migrate and native tools.
- Configuration of secure cloud-native environments and landing zones.
- Data migration and consolidation across disparate storage platforms.
- Testing and validation of migrated services for performance assurance.
- Training and skills transfer for internal IT delivery teams.
- Legacy contract exit support and decommission planning.

Service benefits

- Reduced infrastructure costs through right-sized cloud resources.
- Minimal operational downtime during critical service transitions.
- Enhanced security posture with Cyber Essentials-compliant design.
- Improved scalability to meet fluctuating public service demands.
- Guaranteed compliance with GDS Service Standards and legislation.
- Accelerated delivery of modern, accessible digital citizen services.
- Predictable transition timelines managed by certified cloud architects.

Service scope

This service covers the end-to-end migration lifecycle, encompassing initial discovery and architectural design through to the secure technical transition of workloads, data migration, and final service cutover with post-migration support.



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Project and Programme Management as a Service

Acuity Applied Limited provides project and programme management services to support the delivery, oversight, and advisory needs of public sector organisations throughout the project lifecycle. We offer expertise in project design, planning, controls, assurance, and ongoing management to ensure projects meet organisational objectives and deliver value.

Service features

- Benefits management and realisation.
- Project management aligned with organisational policies and procedures.
- Project handover management, mentoring, and coaching.
- Road mapping and planning support.
- PMO (Project Management Office) advisory and governance support.

Service benefits

- Apply multiple methodologies, including Agile, Waterfall, V-model, and Iterative approaches.
- Assess and implement change aligned with service standards.
- Create and evaluate solutions based on business and customer needs.
- Demonstrate value of project management solutions to stakeholders.
- Collaborate effectively with UCD and technical teams.
- Support business users during business and IT change.
- Deliver cost reductions and efficiency improvements quickly.
- Enhance organisational performance and success.

Service scope

The service includes project and programme management, planning, governance, mentoring, benefits realisation, and advisory support. Support levels, delivery model, and engagement approach are agreed with the customer.



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Quality Assurance & Testing as a Service

Service description

Acuity Applied Limited provides comprehensive quality assurance and testing services to support the delivery of high-quality digital services. Our specialists cover functional, non-functional (performance, load, stress, accessibility, security, penetration, and usability), automated, and exploratory testing. We also provide test architecture, strategy, planning, and management to ensure optimal outcomes and alignment with organisational and regulatory standards.

Service features

- Perform functional software testing, including planning and execution.
- Conduct performance, load, stress, and soak testing of solutions.
- Create and execute test strategy, planning, and management.
- Automate testing and integrate with continuous delivery pipelines (CI/CD).
- Select tools and establish best-practice framework architecture.
- Review and improve existing testing processes with recommendations.
- Apply BDD, ATDD, and TDD methodologies.
- Collaborate closely from requirements design to production testing.
- Provide automatic and graphical reporting on test metrics.
- Perform penetration testing (CHECK), accessibility, and usability testing.

Service benefits

- Ensure high-quality software delivery with iterative, collaborative practices.
- Reduce risk by delivering secure and reliable digital services.
- Boost confidence in quality, easing the path to production.
- Enhance user value with each iteration.
- Conduct integration testing of third-party services and interfaces.
- Implement continuous testing within the build pipeline to avoid regression.
- Accelerate delivery through automation.
- Design maintainable and extensible test automation frameworks.

Service scope

The service covers test strategy, planning, execution, automation, reporting, and advisory support for functional and non-functional testing. Support levels, engagement model, and delivery approach are agreed with the customer.

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Salesforce Implementation, Delivery and Support as a Service

Service description

Acuity Applied Limited provides consultancy, system design, implementation, support, and training services for Salesforce CRM and related products. Our expertise covers Sales Cloud, Service Cloud, App Cloud, Pardot, Marketing Cloud, CPQ, Field Service Lightning, Experience Cloud, and more.

We support organisations through all delivery phases—including Discovery, Alpha, Beta, and Live—ensuring solutions are built to GDS Service Standard, integrated securely, and aligned with organisational and user needs.

Service features

- Salesforce solution design and architecture.
- Delivery support across agile phases: Discovery, Alpha, Beta, Live.
- Experience delivering large-scale Salesforce solutions for central government.
- Built in line with GDS Service Standard and Technology Code of Practice.
- Correspondence and case management implementation.
- Certified Salesforce experts delivering consultancy and implementation.
- Data migration to and from Salesforce.
- Bespoke reporting and dashboards.
- Technical architecture, integration consultancy, and implementation.

Service benefits

- Automated testing reducing risk and improving solution quality.
- Citizen-facing solutions aligned with GOV.UK Design System and WCAG 2.2 AA.
- Compliance with Service Standard, Technology Code of Practice, and GDPR requirements.
- Secure file management, threat detection, and data backup solutions.
- Salesforce license management and optimisation.
- Multi-disciplinary, certified Salesforce team for technical, delivery, and programme support.
- Strong programme governance, delivery oversight, and risk management.

Service scope

The service covers consultancy, design, implementation, data migration, reporting, integration, testing, and ongoing support of Salesforce solutions. Support levels, engagement model, and delivery approach are agreed with the customer.

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Agile Delivery Management as a Service

Service description

Acuity Applied Limited provides agile delivery management services to support public sector organisations in delivering value quickly, efficiently, and sustainably. Our teams use a range of agile tools and techniques, and we provide training, mentoring, and team upskilling to ensure long-term capability development.

We have proven experience delivering enterprise-level digital services, Salesforce, and Power Platform solutions, as well as cloud-based services across AWS, Azure, and GCP.

Service features

- Improve team capability through coaching and mentoring.
- Programme management and project delivery leadership.
- Transformation and change management.
- Requirements management.
- Agile reporting and performance tracking.
- Delivery of enterprise-level fund management solutions.
- Delivery of Salesforce and Power Platform solutions.
- Delivery of digital services built in the cloud (AWS, Azure, GCP).

Service benefits

- Ability to design delivery methodology tailored to organisational environment.
- Improved process control, maturity, and project oversight.
- Accurate understanding of project status through reporting and metrics.
- Increased productivity through team development and upskilling.
- Access to technical expertise and experienced delivery consultants.
- Team augmentation for peak demand periods.
- Proven track record delivering across central and local government.
- Enhanced capability through coaching and mentoring of permanent staff.

Service scope

The service covers agile delivery management, programme management, project oversight, team development, and advisory support. Support levels and engagement models are agreed with the customer.

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Agile Discovery Phase as a Service

Service description

Acuity Applied Limited provides Discovery services for the UK public sector, focusing on problem-solving and adherence to GDS guidelines. We work with organisations to define new or improved digital services based on user needs, current operations, and existing conditions.

Our service supports thorough assessment and preparation for Alpha, ensuring alignment with GDS Service Standard, Technology Code of Practice, and organisational objectives.

Service features

- Redefine or clarify the problem to solve.
- Engage stakeholders, including clients, users, and suppliers.
- Conduct user research and persona analysis for needs assessment.
- Examine current operations, processes, policies, and technologies.
- Assess key legislation, policies, business, and technical constraints.
- Create artefacts such as user journeys and service blueprints.
- Develop project plan for all delivery phases: Alpha, Beta, Live.
- Outline Alpha plan including costs, outcomes, timescales, and team composition
- Ensure alignment with Technology Code of Practice (TCop), Service Standard, and design principles.
- Identify risks and opportunities through comprehensive problem analysis.

Service benefits

- Clearly define the problem and identify users' goals.
- Outline constraints for the new or redesigned service.
- Ensure alignment with organisational policies and context.
- Fully adhere to the GDS Service Standard.
- Prepare thoroughly for GDS Alpha phase.
- Maintain continuous, open, and consistent collaboration with stakeholders.
- Provide a detailed plan for Alpha, including costs, outcomes, and timescales.
- Access experienced specialists across product, content, service design, user research, and delivery.

Service scope

The service covers problem definition, user research, process and policy analysis, service artefact creation, project planning, and stakeholder engagement. Support levels and delivery model are agreed with the customer.

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Agile Alpha Phase as a Service

Acuity Applied Limited provides cloud-based support for UK public sector Agile Alpha phases. We rapidly develop, test, and validate digital services, prioritising usability, accessibility, and security. Our iterative, user-centred approach aligns with GDS standards to deliver working prototypes and assess service viability before moving to Beta or live environments.

Service features

- Rapid development and testing of digital service prototypes.
- Iterative user research and feedback to inform service design.
- Full alignment with GDS Service Standards and accessibility requirements.
- Comprehensive assessment of business and technical service viability.
- Evaluation of build-vs-buy options including low-code and COTS solutions.
- Expert roles including Service Designers, User Researchers, and Architects.
- Technical spikes to assess non-functional requirements and integration challenges.
- Penetration testing and rigorous accessibility and usability testing.

Service benefits

- Early value delivery aligned with the core business case.
- Reduced project risk through early prototype validation and testing.
- Improved service usability and accessibility for all citizen groups.
- Accelerated transition from Alpha to Beta and live services.
- Informed decision-making based on robust user research and data.
- Cost-effective delivery through agile methodologies and iterative development.
- Enhanced service security and technical resilience from the outset.

Service scope

This service covers the end-to-end Alpha phase, including prototyping, user testing, and technical validation. Support arrangements and team scaling are agreed upon directly with the customer.

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Agile Beta Phase as a Service

Acuity Applied Limited provides Beta phase services for UK public sector organisations, building on Alpha outputs to deliver cost-effective, user-centred digital services. We focus on refining solutions, ensuring usability, accessibility, security, and stability, while iterating based on user research and feedback.

Our service supports seamless transition to live, accredited services, delivering early value, reducing risk, and embedding continuous improvement practices.

Service features

- Deliver minimum viable products (MVP) with usability, accessibility, and security.
- Continuous improvement informed by user research and feedback.
- Ensure smooth system integration and platform stability.
- Enable rapid service adoption and iterative improvement.
- Shift-left QA for functional and non-functional testing.
- Optimise buy-vs-build decisions, including reuse, bespoke, COTS, and low-code/no-code approaches.
- Design inclusive solutions that support assisted digital needs.
- Provide multi-disciplinary teams: Delivery/Product Manager, Architect, Developer, Automation Tester, QA Analyst, Business Analyst, Service Designer, User Researcher, Content Designer, UX Designer, Interaction Designer.
- Conduct penetration testing (CHECK), user research participation, accessibility, and usability testing.

Service benefits

- Rapidly deliver value and iterate based on user needs and testing.
- Prioritise accessibility and adhere to Service Manual standards.
- Proven track record of GDS-compliant digital services.
- Seamless transition from Alpha to Live, ensuring service readiness.
- Collaborate closely with clients, civil servants, and suppliers as one team.
- Transparent cost control for value-based engagements.
- Detailed planning for live support, outcomes, and costs.
- Knowledge transfer and coaching for civil servants throughout the project.
- Scale teams remotely, on-site, or via hybrid models as required.
- Manage risks to ensure secure, resilient, high-quality products.

Service scope

The service covers Beta delivery, user testing, iteration, QA, integration, accessibility and usability testing, risk management, and knowledge transfer. Support levels and engagement models are agreed with the customer.

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Local Government Digital Service Design and Delivery

Acuity Applied Limited provides digital services specifically tailored for local government organisations. We have extensive experience delivering citizen-focused services across Housing Management, Parking, Council Tax, Planning, Adult Social Care, and Children's Social Care. Our service prioritises usability, accessibility, and security while adopting agile, iterative methods to deliver prototypes and production-ready solutions. We facilitate early validation, rapid service adoption, and long-term service improvement aligned with GDS standards.

Service features

- Prioritise usability, accessibility, and security for seamless user experience.
- Continuously gather user feedback to inform and improve services.
- Use agile and iterative approaches to develop prototypes informed by research.
- Facilitate rapid service adoption through user-aligned Service Design.
- Demonstrate service viability early, establishing a strong service foundation.
- Deliver solutions integrating systems such as HMS, Civica Pay, CivicaAPP, Northgate, Whitespace, True Compliance, NEC, and Confirm.
- Multi-disciplinary teams: Service Designer, User Researcher, Content Designer, UX Designer, Interaction Designer, Delivery/Product Manager, Architect, Developer, Automation Tester, QA Analyst, Business Analyst.
- Evaluate buy-vs-build options: reuse, bespoke, COTS, low-code/no-code solutions.
- Conduct penetration testing (CHECK), user research participation, accessibility, and usability testing.

Service benefits

- Deliver value aligned with the business case using proven methodologies.
- Ensure seamless transition from Discovery and adhere to GDS standards.
- Minimise risk with early, open, and continuous collaboration.
- Provide knowledge transfer to enhance client capability.
- Scale teams remotely, on-site, or via hybrid models effectively.
- Deliver working software in Alpha, including clickable prototypes.
- Offer cost-effective engagements and flexible commercial models.
- Validate business requirements, technical feasibility, and user needs.
- Improve user and citizen service experiences.
- Integrate housing portals and third-party services to GDS-compliant standards.

Service scope

The service covers design, development, delivery, integration, user testing, and ongoing support for local government digital services. Support levels, engagement model, and delivery approach are agreed with the customer.

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Service Design as a Service

Acuity Applied Limited provides expert Service Design putting user needs first. We use GDS standards to define end-to-end user journeys and future-state service models. Our approach uses native Azure AI for data-driven insights to ensure accessibility, legislative compliance, and seamless digital transformation for impactful UK public sector services.

Service features

- User-centred research to identify pain points and service needs.
- Designing end-to-end user journeys following GDS Service Standards.
- Development of future-state service blueprints and operating models.
- Prototyping and iterative testing to validate service concepts.
- Accessibility auditing to ensure inclusive digital service delivery.
- Alignment of business processes with cloud-native technical capabilities.
- Facilitating stakeholder workshops for service vision and alignment.
- Continuous service improvement based on live performance metrics.

Service benefits

- Improved citizen satisfaction through simplified, accessible digital journeys.
- Reduced operational costs by streamlining inefficient manual processes.
- Increased service adoption through evidence-based, user-led design.
- De-risked delivery via early validation of service viability.
- Guaranteed compliance with GDS Service Standards and legislation.
- Enhanced internal capability through collaborative knowledge transfer.
- Full alignment with Cyber Essentials and government security requirements.

Service scope

This service covers the end-to-end design lifecycle from initial user research and journey mapping to the creation of service blueprints and iterative prototyping for digital transformation.

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Agile Team as a Service

Acuity Applied Limited provides flexible, cost-effective multidisciplinary teams for cloud and digital projects. Our specialists work in Scrum and DevOps frameworks, adhering to GDS Service Standards. We can deploy BPSS and SC-cleared units to enhance capabilities quickly, ensuring secure, Cyber Essentials-certified delivery of scalable citizen-centric services for UK public sector organisations.

Service features

- Provision of security-cleared, multidisciplinary delivery and product teams.
- Flexible engagement models including Statements of Work and outcomes-based.
- Knowledge transfer and in-house skill development through mentoring.
- Teams formed in alignment with Equality, Diversity, and Inclusion.
- Access to Delivery Managers, Architects, Developers, and User Researchers.
- Integrated accessibility, usability testing, and penetration testing support.
- Development and maintenance of Power Platform and Salesforce services.
- Expert support for Umbraco and other cloud-based CMS.

Service benefits

- Rapid deployment of diverse, inclusive, and highly skilled talent.
- Scalable multidisciplinary teams to meet specific project objectives.
- Enhanced internal capability through coaching from industry experts.
- Strengthened agile practices with leadership support and training.
- Guaranteed compliance with GDS Service Standard and Technology Code.
- Robust, ongoing support and enhancement of existing cloud systems.
- Secure delivery meeting Cyber Essentials and public sector requirements.

Service scope

This service provides multidisciplinary teams for project delivery, system builds, enhancements, mentoring, and coaching, with support levels agreed upon directly with the customer.

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Accessibility Testing and WCAG 2.2 AA Compliance for Digital Services

Acuity Applied Limited provides expert accessibility testing ensuring services meet legal requirements. Using tools like Sitemorse, WAVE, and Axe, we audit against WCAG 2.2 AA. Our Cyber Essentials-certified service includes manual testing with JAWS and Apple VoiceOver, delivering inclusive, compliant, and user-friendly cloud-native solutions for the public sector.

Service features

- Comprehensive WCAG 2.2 AA audits using Sitemorse, WAVE, and Axe.
- Manual testing with screen readers including JAWS and Apple VoiceOver.
- Assistive technology verification with ZoomText, NVDA, and Dragon.
- Keyboard-only navigation testing to identify critical interaction barriers.
- User research and verification testing with people with disabilities.
- Automated and manual testing integrated into agile delivery lifecycles.
- Technical remediation advice for identified accessibility and compliance failures.
- Provision of legally compliant and updated accessibility statements.

Service benefits

- Guaranteed legal compliance with UK public sector accessibility regulations.
- Enhanced inclusivity and user experience for all citizen groups.
- Early identification of risks using industry-standard automated auditing tools.
- Improved brand reputation through a commitment to digital equality.
- Robust verification via manual testing with leading assistive technologies.
- Faster time-to-market for accessible, GDS-compliant digital cloud services.
- Secure, Cyber Essentials-compliant testing protecting sensitive public sector data.

Service scope

This service covers end-to-end accessibility assurance, from initial automated audits using Sitemorse and Axe to deep-dive manual testing with JAWS, VoiceOver, and real-user verification.

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User Research as a Service

Acuity Applied Limited delivers expert user research to inform cloud-based digital services. Aligned with GDS standards, we identify user needs, behaviours, and pain points through interviews, usability testing, surveys, and observation. Our evidence-driven insights guide design decisions, improve service usability, ensure accessibility, and support effective, user-centred digital transformation.

Service features

- Planning and executing inclusive user research following GDS standards.
- Recruitment of diverse participants representing all relevant citizen groups.
- Facilitating depth interviews, focus groups, and usability testing sessions.
- Contextual inquiry and ethnographic research for deep user insights.
- Analysing research data using platform-native Azure AI and Copilot.
- Creating detailed personas, empathy maps, and user journey visualisations.
- Delivery of evidence-based research reports and actionable service recommendations.
- Collaborative research playback sessions for stakeholder alignment and buy-in.

Service benefits

- Reduced project risk through early validation of user needs.
- Improved service adoption by designing for actual user behaviours.
- Enhanced accessibility and inclusivity for all public sector citizens.
- Faster delivery through clear, evidence-led prioritisation of service features.
- Lower development costs by avoiding features users don't need.
- Increased stakeholder confidence based on robust, data-driven user insights.
- Guaranteed compliance with Cyber Essentials and statutory data protection.

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Housing Portal Development and Integration

Acuity Applied Limited provides expert development and integration for leaseholder and tenant housing portals. Following GDS standards, we connect front-end interfaces with NEC Northgate and Civica CX back-office systems. Our service ensures legal WCAG 2.2 AA accessibility compliance, while our Cyber Essentials-certified status guarantees a secure, robust foundation for sensitive data.

Service features

- User-centred development using GDS Service Manual and design components.
- Secure integration with NEC Northgate, Civica CX, and SharePoint.
- Real-time tenant access to account statements and transaction history.
- Automated document management for tenancy agreements and letters.
- Digital repair reporting with live status tracking and updates.
- Secure authentication ensuring GDPR-compliant data handling and protection.
- Expert accessibility auditing to meet mandatory WCAG 2.2 AA standards.
- Multi-channel access optimized for web, mobile, and tablet devices.

Service benefits

- Increased tenant satisfaction through 24/7 digital self-service capabilities.
- Reduced back-office administration through automated repairs and document access.
- Guaranteed legal compliance with public sector digital accessibility regulations.
- Improved data accuracy via seamless bi-directional system integration.
- Lower service costs by reducing manual tenant enquiry volumes.
- Enhanced data security provided by a Cyber Essentials-certified supplier.
- Faster service iteration through evidence-based, user-tested portal features.

Service scope

This service covers the end-to-end development lifecycle, encompassing initial user research and back-office system integration through to secure technical deployment and ongoing iterative improvement of housing portals.



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Education Penalty Notice (PN) Management

Acuity Applied Limited delivers a secure web portal for issuing, managing, and tracking Education Penalty Notices (EPNs) in line with Department for Education regulations. The service integrates with payment systems to automate fine processing and supports user-centred, WCAG 2.2 AA-compliant access for councils and parents.

Service features

- Secure web portal for issuing, managing, and tracking EPNs.
- Integration with council payment system
- User-centred design ensuring efficiency for officers and parents.
- Full alignment with DfE regulations and statutory attendance guidance.
- Automated integration with local council systems for payment processing.
- Role-based access for council officers, administrators, and parents.
- Technical accessibility auditing to meet mandatory WCAG 2.2 AA standards.
- Audit trails and GDPR-compliant data management for sensitive information.

Service benefits

- Streamlines issuance and management of Education Penalty Notices.
- Reduces administrative effort through automated payment integration.
- Improves accuracy and compliance with latest DfE attendance regulations.
- Ensures secure handling of sensitive pupil and parental data.
- Enhances transparency for parents/guardians and local authority officers.
- Facilitates real-time monitoring and reporting on enforcement outcomes.
- Scalable, cloud-based service accessible via mobile and web devices.

Service scope

The service covers design, development, deployment, and integration with ASH and council payment systems, including accessibility and usability testing, ongoing support, and reporting.



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Resident Account Portal Service

Acuity Applied Limited delivers a user-centred Resident Account Portal aligned with GDS standards. The portal provides residents with a single view of all their interactions with the council, including service requests, messages, documents, payments, and updates, supporting seamless end-to-end journeys for residents and council officers.

Service features

- Consolidated view of all resident interactions with the council.
- Secure two-way messaging between residents and council staff.
- Access to documents, payments, and service updates in one place.
- Integration with Housing, Finance, CRM, and other back-office systems.
- Built using GDS Service Components and user-centred design principles.
- WCAG 2.2 AA-compliant across web and mobile platforms.
- Iterative user research and testing to maintain usability and accessibility.
- Role-based access for personalised and secure user journeys.
- GDPR-compliant data handling and secure authentication.

Service benefits

- Single, clear view of all council interactions for residents.
- Efficient end-to-end digital journeys for residents and officers.
- Reduced administrative effort through resident self-service.
- Improved transparency, accountability, and citizen engagement.
- Enhanced accessibility, usability, and inclusivity for all users.
- Secure communication with council teams.
- Insights through monitoring and engagement reporting.
- Increased resident satisfaction and trust through intuitive, reliable design.

Service scope

The service includes design, development, system integration, user validation, and accessibility compliance, with ongoing support for multi-service resident portals. This includes journey mapping, continuous improvement, and optimisation of user experience across all council interactions.



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CCTV Request Management Service

Acuity Applied Limited delivers a secure, user-centred CCTV Request Management Service enabling digital submission, tracking, payment, and delivery of CCTV footage. The service integrates with council systems and supports end-to-end journeys, complying with GDS standards, WCAG 2.2 AA accessibility, GDPR, and Technology Code of Practice requirements.

Service features

- Secure portal for CCTV requests, payments, and tracking.
- Integration with council payment systems.
- Secure digital delivery of approved CCTV footage.
- Integration with CCTV storage and case systems.
- Role-based access for staff and requesters.
- Automated request status notifications.
- WCAG 2.2 AA-compliant, user-centred design.
- Iterative user testing and service optimisation.
- End-to-end journey design for users and officers.
- GDPR-compliant handling of personal data.
- Officer dashboards and reporting tools.
- Compliance with TCoP and security standards.

Service benefits

- Simplifies CCTV request submission and processing.
- Ensures compliance with legal and security requirements.
- Reduces administrative effort through automation.
- Provides clear visibility of request status.
- Improves transparency and public trust.
- Supports audit, monitoring, and reporting needs.
- Enables secure, fully digital footage delivery.

Service scope

The service includes design, development, integration, testing, accessibility compliance, payment processing, digital delivery, and ongoing support for a CCTV request management portal. Delivery approach, engagement model, and support levels are agreed with each customer.

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Recruitment Approval and Job Evaluation Service

Acuity Applied Limited delivers a Recruitment Approval and Job Evaluation Service built using Microsoft Power Apps. The service manages recruitment requests, approvals, and job grading, applying GPLC policies and governance rules. User-centred, GDS-aligned, and WCAG 2.2 AA compliant, it ensures secure, efficient, and auditable recruitment workflows.

Service features

- Secure Power Apps portal for recruitment submissions and approvals.
- Automated policy compliance using GPLC rules.
- Configurable approval workflows for roles and management tiers.
- Structured job grading aligned to organisational frameworks.
- Dashboards and reporting for HR and managers.
- WCAG 2.2 AA-compliant, user-centred design.
- Iterative user testing and workflow optimisation.
- Full audit trails for actions and decisions.
- Role-based access and secure permissions.

Service benefits

- Simplifies recruitment approvals and job evaluation processes.
- Ensures compliance with governance and GPLC policies.
- Reduces administration through automated workflows.
- Improves transparency and accountability in recruitment decisions.
- Provides end-to-end visibility for HR and managers.
- Increases accuracy in job grading outcomes.
- Enhances usability through intuitive Power Apps design.
- Supports scalable deployment across departments.

Service scope

The service includes design, development, deployment, integration, testing, accessibility compliance, and ongoing support for a Power Apps-based recruitment approval and job evaluation portal. Delivery approach, engagement model, and support levels are agreed with the customer.



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Power Platform Centre of Excellence (CoE) Service

Acuity Applied Limited delivers a Power Platform Centre of Excellence service supporting governance, installation, and management of Power Apps, Power Automate, Power BI, and Power Virtual Agents. The service enables secure, scalable adoption aligned with GDS standards, Technology Code of Practice, and organisational security requirements.

Service features

- Install and configure Power Platform environments with CoE governance.
- Define policies, roles, and permissions for secure platform use.
- Create reusable templates, standards, and best practice guidance.
- Monitor, audit, and manage environments for compliance.
- Implement automated deployment, testing, and lifecycle pipelines.
- Establish support processes, documentation, and knowledge bases.
- Provide training, mentoring, and coaching for internal teams.
- Deliver end-to-end governance aligned to organisational priorities.
- Integrate with existing IT systems and data sources.
- Drive continuous improvement using metrics, feedback, and reporting.

Service benefits

- Accelerates secure, scalable Power Platform adoption.
- Reduces risk through strong governance and security controls.
- Enables faster solution delivery using reusable components.
- Builds internal capability through training and knowledge transfer.
- Provides clear visibility of platform usage and performance.
- Ensures compliance with GDS, TCoP, and IT policies.
- Supports continuous improvement, innovation, and user satisfaction.
- Delivers cost efficiencies through reduced duplication and rework.

Service scope

The service includes installation, governance, management, training, and ongoing support for a Power Platform Centre of Excellence. Engagement model, support levels, and delivery approach are agreed with the customer.



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Mental Health Support Platform for Schools

Acuity Applied Limited delivers a collaborative digital platform that brings schools, parents, and mental health professionals together around each child. Designed to GDS standards, the platform supports shared planning, real-time insight, and coordinated interventions—helping families and educators deliver timely, evidence-based mental health support.

Service features

- Shared digital workspace connecting schools, parents, and support professionals.
- Integrated pupil mental health support plans with clear roles and actions.
- Real-time dashboards showing wellbeing indicators, progress, and outcomes.
- Support worker allocation tools with streamlined case management workflows.
- Parent communication tools providing timely updates and shared visibility.
- Accessible, user-centred design suitable for non-technical users.
- Digital resources and guidance to support early intervention and self-help.
- Built-in reporting to support oversight, evaluation, and continuous improvement.

Service benefits

- Earlier identification and intervention improve pupil mental health outcomes.
- Clear visibility of support plans builds trust and confidence for parents.
- Reduced administrative effort through coordinated workflows and automation.
- Better decision-making using live wellbeing data and outcome reporting.
- Stronger collaboration between schools, families, and external services
- More efficient management of referrals and ongoing support.
- Consistent, evidence-led support tailored to individual children's needs.
- Improved accountability through shared plans and measurable progress.

Service scope

This service includes the design, build, deployment, and support of a collaborative mental health platform. It covers user research, journey mapping, configuration, training, and ongoing technical support to ensure the platform meets the needs of schools, families, and support professionals.

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Strategic Commission Board Service

Acuity Applied Limited delivers a Strategic Commission Board service built using Microsoft Power Apps, enabling local authorities to manage procurement requests, approvals, and board decisions efficiently. The service supports structured, transparent decision-making through configurable workflows, dashboards, and notifications, aligned with GDS standards and WCAG 2.2 AA accessibility.

Service features

- Secure Power Apps portal for submitting, reviewing, and approving procurement requests.
- Configurable multi-level approval workflows with defined decision points.
- Automated Microsoft Teams notifications for actions, approvals, and rejections.
- Dashboards showing request status, approvals, and board decisions.
- Structured rejection and resubmission workflows with clear feedback.
- Single, consolidated view of information for board members.
- Role-based access for officers, approvers, and administrators.
- User-centred design with WCAG 2.2 AA accessibility compliance.
- End-to-end journey mapping for officers and board members.
- Iterative user testing to improve usability and efficiency.
- Audit trails supporting transparency, compliance, and governance.

Service benefits

- Streamlines procurement request and board approval processes.
- Provides clear visibility of decisions and approval status.
- Reduces administrative effort through automation and workflows.
- Ensures compliance with organisational governance policies.
- Improves decision-making through clear, consolidated information.
- Enhances board efficiency with intuitive, user-tested workflows.
- Supports collaboration between officers and board members.
- Strengthens accountability, auditability, and traceability.

Service scope

The service includes design, development, deployment, integration, workflow configuration, testing, accessibility compliance, and ongoing support for a Strategic Commission Board portal built in Power Apps. Engagement model, support levels, and delivery approach are agreed with the customer.

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Virement Management App Service

Acuity Applied Limited delivers a secure Virement Management App built using Microsoft Power Apps, enabling local authorities to manage internal budget transfers efficiently and transparently. The service supports submission, approval, and tracking of virements through configurable workflows, dashboards, and notifications, aligned with GDS standards and WCAG 2.2 AA accessibility.

Service features

- Secure Power Apps portal for submitting and approving virements.
- Configurable approval workflows for finance and departmental roles.
- Real-time dashboards and reporting for transfer status.
- Automated notifications for approvals, rejections, and actions.
- Single, consolidated view of all virements.
- Full audit trails supporting transparency and compliance.
- Role-based access for finance teams and managers.
- User-centred design with WCAG 2.2 AA compliance.
- End-to-end journey mapping for requesters and approvers.
- User testing to validate usability and efficiency.

Service benefits

- Streamlines internal budget transfer management.
- Improves transparency and financial governance.
- Reduces administration through automated workflows.
- Provides real-time visibility of virement status.
- Ensures secure handling of financial data.
- Supports end-to-end accountability for approvals.
- Enables scalable, future-ready finance processes.

Service scope

The service includes design, development, deployment, integration, workflow configuration, testing, accessibility compliance, and ongoing support for a Power Apps-based virement management portal. Engagement model, support levels, and delivery approach are agreed with the customer.



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Early Intervention and Prevention Digital Form Service (Power Apps and SharePoint)

Acuity Applied Limited delivers an Early Intervention and Prevention digital form service using Microsoft Power Apps with SharePoint Online as the data store. The service enables secure data capture, storage, and controlled sharing of resident information, supporting early identification of need while maintaining data protection, governance, and WCAG 2.2 AA accessibility standards.

Service features

- Design and configuration of Power Apps data capture forms.
- Secure storage of submissions using SharePoint Online.
- Role-based access for multi-department collaboration.
- Consent capture and controlled information sharing.
- Data validation and conditional form logic.
- Support for cross-department referrals and collaboration.
- Audit trails and version control using Microsoft 365.
- Alignment with data protection and information governance.

Service benefits

- Provides a single digital entry point for residents.
- Reduces duplicate data collection across services.
- Supports earlier identification of support needs.
- Improves collaboration between council departments
- Ensures secure and compliant data handling.
- Improves consistency and quality of submitted information.

Service scope

The service includes configuration, maintenance, support, and advisory services for Power Apps forms and SharePoint data storage, including updates to form structure, permissions, and data handling processes. Service levels, access arrangements, and support hours are agreed with the customer. Integration with external systems or advanced automation is excluded unless agreed separately.



ACUITYAPPLIED

Resident Report Submission Virtual Agent Service

Acuity Applied Limited delivers a Virtual Agent service that enables residents to create and submit reports directly into back-end systems, including Confirm, Whitespace, Civica CX, True Compliance, and CivicaApp. The service automates data capture and submission, ensuring secure, accurate, and auditable processing while maintaining GDPR compliance and WCAG 2.2 AA accessibility.

Service features

- Virtual Agent interface for resident report submission.
- Integration with multiple back-end systems (Confirm, Civica CX, etc.).
- Secure, role-based access for residents and officers.
- Automated data validation and structured input guidance.
- Confirmation notifications and submission tracking.
- Audit trails for transparency and compliance.
- User-centred design with WCAG 2.2 AA accessibility.
- Iterative user testing to optimise usability and efficiency.

Service benefits

- Streamlines report submission for residents and staff.
- Reduces administrative workload through automation.
- Improves accuracy and consistency of submitted information.
- Ensures secure handling of sensitive resident data.
- Provides end-to-end visibility of report progress.
- Enhances transparency, accountability, and auditability.
- Supports multi-system integration and workflow efficiency.

Service scope

The service covers design, development, integration, configuration, testing, and ongoing support for a Virtual Agent capable of submitting resident reports into multiple back-end systems. Service levels, support arrangements, and engagement models are agreed with the customer.



ACUITYAPPLIED

Dropped Kerb Request Digital Service

Acuity Applied Limited delivers a secure, end-to-end digital service for residents to request dropped kerbs. The service supports planning approvals, application submission, fee payments, and feedback, providing councils and residents with a transparent, efficient process. Built with user-centred design, WCAG 2.2 AA accessibility, and GDPR-compliant handling of personal data.

Service features

- Digital portal for submitting dropped kerb requests.
- Guidance on planning and eligibility requirements.
- Online payment integration for application fees.
- Workflow for application review and approvals.
- Automated notifications for updates and decisions.
- Feedback capture and resident satisfaction tracking.
- End-to-end journey mapping for residents and officers.
- Audit trails for transparency and compliance.
- Role-based access for council staff and residents.
- User-centred design with WCAG 2.2 AA accessibility.

Service benefits

- Simplifies application and approval of dropped kerb requests.
- Provides end-to-end visibility for residents and staff.
- Reduces administrative burden through automated workflows.
- Enables secure, online payment and tracking.
- Captures resident feedback to improve service quality.
- Improves transparency, accountability, and compliance.
- Ensures consistent, accurate processing of applications.

Service scope

The service covers design, development, deployment, integration, workflow configuration, payment processing, user validation, and ongoing support for a digital dropped kerb request portal. Service levels, access arrangements, and engagement model are agreed with the customer.



ACUITYAPPLIED

Consistent Digital Service Design Library

We deliver a reusable design system based on GDS standards, combining user-centred components, patterns, and guidance. User-tested and scalable, it ensures consistent, accessible digital services, reduces duplication, accelerates delivery, and supports ongoing iteration across multiple services and teams.

Service features

- Reusable components and patterns based on GDS standards.
- Clear design principles and guidance for teams.
- User-tested components validated through real-world scenarios.
- Scalable system supporting multiple services and teams.

Service benefits

- Consistent user experiences across services and channels.
- Faster delivery through reuse and reduced design duplication.
- Improved usability based on research and user testing.
- Easier collaboration through shared standards and language.

Service scope

This service covers the design, development, and deployment of a GDS-aligned design system, including reusable components, patterns, and guidance. It incorporates user research, testing, and iteration to ensure accessibility and usability. Ongoing support helps teams adopt the system, maintain consistency, and evolve it across multiple digital services.