



Putting people at the heart of digital evolution



| G-Cloud 15



Microsoft
Dynamics 365

Discover how to become more agile, data-driven, and innovative with flexible, AI-powered applications that adapt to your needs with Microsoft Dynamics 365

CloudSource brings clarity and confidence to the public sector transformation



CloudSource is an award-winning GovTech business, trusted by UK & EU Central Government, Agencies, and Regulatory Organisations to deliver **Digital Transformation, Strategy, and Delivery Services**, bringing deep sector knowledge to modernise operating models and drive lasting results.

Working solely within the public sector, our domain knowledge of **Regulatory, Compliance and Transparency** business processes is our differentiator in the business and technology ecosystem.

We're a thought leader and Microsoft champion, enabling our clients to drive value through cutting-edge Microsoft cloud platforms, business applications, data, and AI that meet today's digital expectations of citizens.

For over a decade, we've been a results-driven SME partner, putting customer success at the heart of everything we do and consistently delivering results above and beyond.

What makes us different?



Domain Knowledge & Expertise



Digital, Data & Technology SME



Microsoft Solutions Partner



Referenceable Programme Successes



Agile and Flexible Delivery Model



Located in London, Edinburgh & Dublin



Service Description: Microsoft Dynamics 365

Microsoft Dynamics 365 (CRM) is a cloud-based intelligent suite that supports digital transformation, streamlining operations, and improving citizen services. It streamlines case management, citizen/customer relationship management, and stakeholder engagement, enabling data-driven decisions, improved efficiency, and better public services.



Streamline your operations and digitise public services

Microsoft Dynamics 365 unifies your data and operations, enabling personalised, efficient services that build public trust and engagement.

Automate workflows to boost efficiency, so your team can focus on what matters most.

Dynamics 365 with full omnichannel capability enables you to create a personalised, responsive, and connected citizen journey powered by next-generation AI.

Multi-channel engagement and self-service business processes enable citizens to consume public services from any device, anywhere and with all citizen and service data in one place.

By streamlining repetitive tasks and facilitating collaboration within teams, citizens will receive a fast-paced experience in line with today's digital expectations.





- 360 view of the citizen with all the context leading to better engagement.
- Next best action suggestion to focus on the highest priority activity with the best propensity to resolution.
- Automate processes, reduce reporting time, and integrate seamlessly with Microsoft tools.

- Orchestrates real-time, personalised citizen journeys with smooth onboarding.
- Encourage citizen action with personalised journeys and reminders.
- Target the right audience using smart segmentation for contacts and leads.
- Nurture leads with newsletters, emails, and timely notifications.

- End-to-end case management for efficient issue resolution.
- Empower caseworkers to deliver exceptional service with AI-powered assistance.
- Quickly connect with citizens for secure, personalised interactions.
- Connect and engage with citizens across various digital channels

The CloudSource tailored configuration for Microsoft Dynamics 365 is designed for public sector organisations looking to modernise their business operations. At its core, the solution centralises your register, accelerates registration and payments, and surfaces deep insights into citizens. Additional features deliver Enterprise-Scale Case Management, Inspections and omnichannel communications.

The full platform is delivered as a Software-as-a-Service (SaaS) solution, on a per-user, per-month licence subscription that can flex with your requirements.

Features:

Citizen Relationship Management (CRM)	Citizen Facing Portal
Application and Registration	Business Process Automation
Enterprise Case Management	Automated Communications
Omni-Channel Communication	Real-Time Analytics

Benefits:

Accelerated Business Process	Fraud Detection and Risk Management
Digitised Public Services	Personalised and Accessible Service
Increased Case Handling Velocity	Data Driven Policy Innovation
Enhanced Citizen Experience	Software-as-a-Service

How we plan the service

CloudSource offers a flexible, collaborative approach to Project and Programme planning for implementing new services, from conceptualisation and business case development through mobilisation, delivery, and continuous improvement.

We have a dedicated project management office that specialises in delivering Digital, Data, and Technology (DDaT) and has experience at all stages of the programme lifecycle, including supporting service development from pre-alpha onwards. Our methodology follows a proven, GDS-aligned process. It delivers Agile Scrum with an overarching waterfall governance framework.

Throughout the delivery process, we collaborate with customers and partners in sprints, employing a one-team, one-goal approach and a continuous delivery principle to deliver demonstrable benefits as early as possible in all our work. Project plans and milestones are aligned with deliverables, and Highlight Reports (HLR) are delivered at a frequency to provide a clear view of Project progress and activity status, leading to a high degree of confidence in achieving milestones.

Professional Services Portfolio

CloudSource professional services include, but are not limited to:

Advisory



Transformation Advisory

Establish your vision, strategic goals, and future business models.

Delivery



Systems Architecture

Design “to be” technical architecture required by your future organisation.

Continuity



24/7 Helpdesk

Omnichannel Support and engagement that guarantees business continuity.



Programme Mobilisation

Implement governance, programme structure, and align stakeholders for a successful outcome.



Functional/ Business Analysis

Reimagine, rethink and redesign business processes and the ways of delivering business services.



Software Release Management

Future-proof your development investment and continuously improve your digital services.



Programme Management

Coordinate workstreams, oversee governance boards and control Budget & Risk.



Application Development

Extend and develop applications to meet the unique requirements of your organisation.



Environments Management

Implementation of Software Development Life Cycle (SDLC) infrastructure and data management.



Project Management

Maintain Plans, RAID, Stakeholders and product delivery, aligned to the Agile SCRUM framework.



Data and AI Engineering

Unlock intelligence, automate repeatable tasks and surface deep business insights & Data visualisation.



Licensing and storage

Cloud platform, software licensing, and storage optimisation and guidance.

Credibility



We are proud to partner with a range of public sector organisations, government departments, agencies, regulatory bodies, and local authorities.

Our technology and services support critical public services, helping drive innovation, efficiency, and digital transformation.

- Service, License Applications and Registrations
- Complaints and Enquiry Handling
- Casework, Concerns and Triage
- Transparency (FOI, DPA, EIR & GDPR)
- Fitness & Authorisation /Practice/Teach
- Disputes and Appeals

Recognition

CloudSource is proud to be recognised across multiple dimensions, from driving digital transformation to championing diversity and inclusion in tech. Our awards reflect the strength of our people, the impact of our solutions, and our commitment to building a smarter future. Whether it's delivering change or empowering underrepresented voices, we're honoured to be leading the way.



Impact

Social value is integral to our culture and purpose. We are committed to supporting local communities and delivering real impact through everything we do.

 **HumanWise** is our social value initiative, a reflection of two of our core values: Human and Wise. Together, they define how we give back to society and create sustainable impact.

CloudSource holds the **Social Value Quality Mark Bronze Award**, recognising our commitment to delivering meaningful impact through HumanWise.



This is to certify that

CloudSource

has been successfully awarded the Quality Mark



Terms and Conditions:

All services provided are governed by the G-Cloud 15 Framework Terms and Conditions. Additional Terms may apply, dependent upon the service being purchased; these may include:

- **Software as a Service (SaaS) & Cloud Storage Subscription**
All software license purchases and subscriptions are the client's responsibility.
- **Data Processing**
Data processing may be subject to an additional Data Protection Agreement.

Client Obligations:

For CloudSource to deliver our service to the highest possible standards, we may ask our clients to:

- **During the Onboarding Phase**
Make an agreement on the most suitable governance model to meet the requirements of the engagement.
- **Engage Business Stakeholders**
Communicate the expectations of project involvement to key business stakeholders.
- **Provide Access to Technology**
Line-of-business Applications, Technology Estate & Data.

Contact Details:



With a strong background in business development and strategic growth within the Microsoft ecosystem, Rob guides public sector organisations to unlock value and deliver meaningful transformation.

Rob Bragg  

Business Development Director



Crown
Commercial
Service
Supplier



HM Government
G-Cloud
Supplier



Digital Outcomes
& Specialists



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