



Putting people at the
heart of digital evolution



| G-Cloud 15

Digital Contact Centre as a Service (CCaaS)

Transform agent experience, accelerate public sector engagement, and deliver intelligence, automation, and efficiency across channels through an agentic contact centre powered by 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: Contact Centre as a Service

Our Contact Centre as a Service CCaaS is a comprehensive platform designed to enhance citizen service and operational efficiency. It integrates with Microsoft's broader suite of tools, including Power Automate and IVR capabilities, to provide a seamless citizen experience.

Generative AI for Omnichannel Interactions

Enhance citizen engagement across digital and voice channels with an all-in-one solution

Nuance Technology

Provide intelligent, unified routing and real-time reporting for improved service quality

Copilot for Service

AI tools for sentiment analysis, translation and transcription automate repetitive tasks drafting

Real-time, human-like interactions

IVR systems with pre-integrated copilots for personalised, context-aware interactions

Intelligent Routing

Directs requests to the most suitable agents and enhance service quality

AI tools for agents

Case summaries, email drafts, knowledge chats and agent collaboration across the organisation

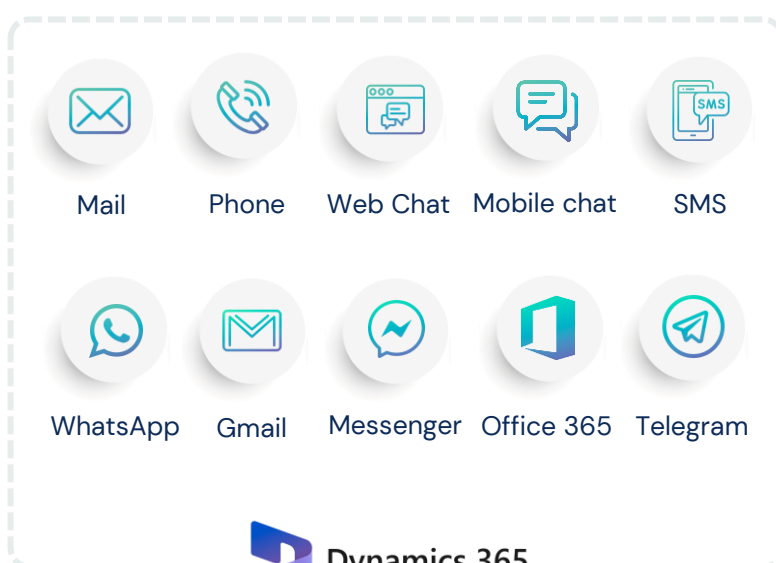
Transform your contact centre with AI agents

Reimagine citizen engagement with our contact centre, a next-generation platform powered by AI agents that delivers faster resolutions, seamless omnichannel experiences, boosts agent productivity and drives citizen engagement.

Innovation is redefining citizen service. Rising expectations demand speed, accessibility, and choice, and our platform delivers.

Public services should be as easy to access as banking or shopping. By understanding individual preferences, we enable personalised, seamless interactions that drive exceptional engagement and elevate the citizen experience.

From live chat and messaging to email and WhatsApp, citizens can engage on their preferred channels.



Boosting agent experience and productivity with rich data and deep customer insights



For an optimal agent experience, it's essential to deliver omnichannel customer service. Our CCaaS achieves this by seamlessly integrating all communication channels into a single application, eliminating the need for agents to switch between various digital tools. Data from these channels is stored in one place, providing agents access to valuable metrics and customer/citizen insights for delivering personalised experiences.

Turbocharge your contact centre with AI – Microsoft Dynamics 365 Copilot

Hello. How can I help you?

I want to add another qualification to the register. How much is the application fee?

SG

Sure. Are you trained inside or outside the UK?

Inside the UK

SG

Is it a subsequent qualification?

No

SG

The application fee for recordable qualification is £25. Please click here for more information.



The future of AI is now. With Copilot, the robust AI assistant integrated into Microsoft Digital Contact Centre, agent productivity is reaching unprecedented heights. Agents can swiftly access and surface everything an organisation has ever known about a citizen, simplifying data handling in seconds.

This facilitates the completion of repetitive casework tasks and equips agents with the answers required to provide faster resolutions than ever before. Agents can receive concise and accurate summaries of customer issues and events throughout the case lifecycle, including the participants who assisted in addressing the citizen's issue. It can also seamlessly integrate with a wide array of Microsoft tools such as Dynamics 365, Teams, Excel, Word and PowerPoint.

Features:

Omnichannel Engagement	Agentic Contact Centre
Customer Relationship Management with Intelligent Case Routing	Citizen Facing Portal
Real-time Sentiment Analysis	Business Workflow Automation
Predictive SLA Management	Conversational AI with Nuance

Benefits:

Faster Issue Resolution	Secure, Compliant, Future-Proofed and Highly Scalable Contact Centre
Proactive Citizen Engagement	Service quality monitoring
Improved Service Quality	365-degree Customer Journey Analytics
Enhanced Trust and Transparency with 24/7 Availability	Contact Centre as a Service

How we plan the service

CloudSource provides a flexible, collaborative approach to Project and Programme planning for implementing new services, from blue-sky thinking and business case authoring 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 overarching waterfall governance.

Throughout delivery, we collaborate with customers and partners in sprints, using 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 cadence that provides a clear view of project progress and activity status, leading to high 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

 **CLOUDSOURCE LONDON**
Liberty House
222 Regent Street
London
W1B 5TR

 **CLOUDSOURCE MIDLANDS**
Westgate House
Royland Road
Loughborough, Leicestershire
LE11 2EH

 www.cloudsource.uk.com
 info@cloudsource.uk.com
 +44(0) 203 998 9003

