



Putting people at the heart of digital evolution

Site inspection



The Algate School

St James' Passage, Duke's Place,
London EC3A 5DE



Brook House Primary School

Beachcroft Court, 881 High Rd,
London N17 8EY



City of London School

107 Queen Victoria St, London
EC4V 3AL



Belleville Primary School

Belleville Road, Battersea, London,
SW11 6PR



Frank Barnes School for Deaf Children

4 Wollstonecraft Street, Kings
Cross, London, NIC 4BT

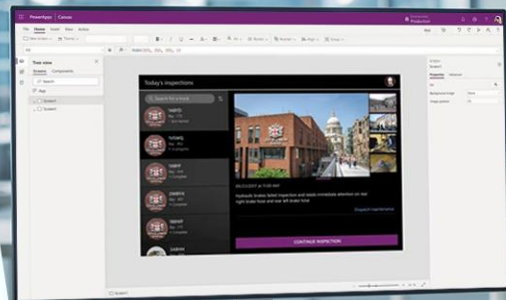
City of London School

107 Queen Victoria St,
London EC4V 3AL



Outdoor spaces h...

City of London School, a private day school for boys in England, on the banks of the Millennium Bridge, opposite the City of London School, a partner school of the City of London School and the City of London School.



| G-Cloud 15



Microsoft Power Apps and Power Automate

Accelerate digital transformation in the public sector with Power Apps and Power Automate by delivering faster and intelligent citizen services, automating repetitive tasks, and ensuring compliance effortlessly

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

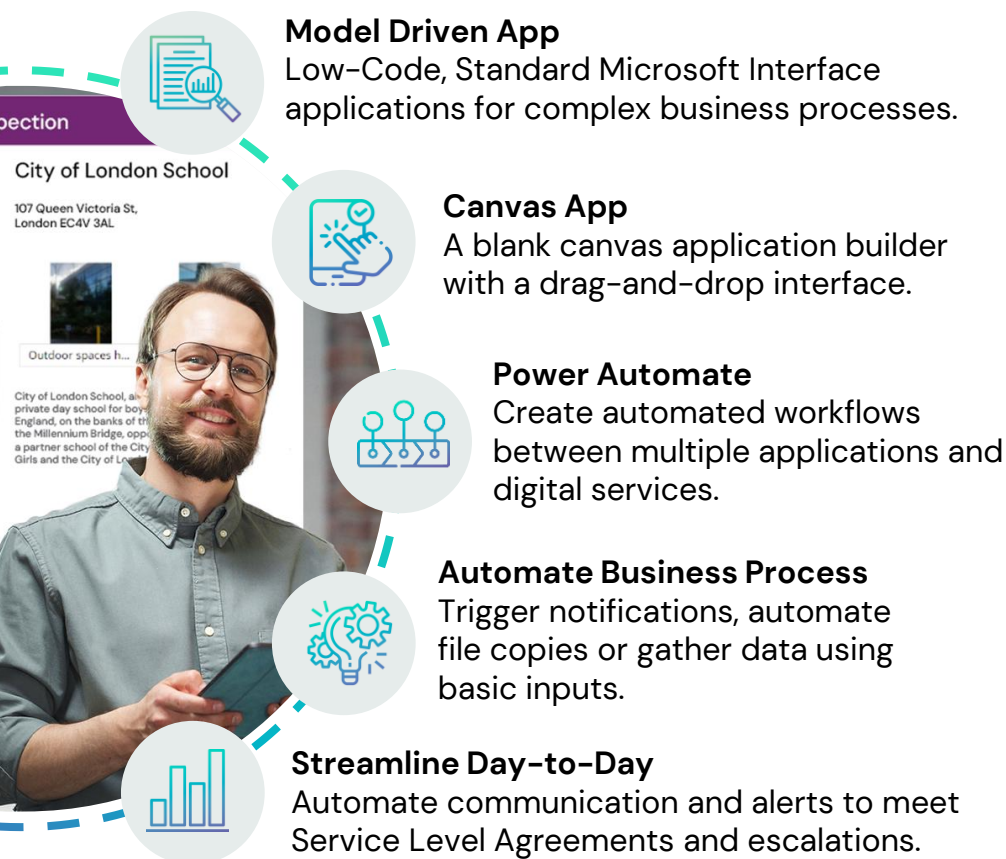


Located in London, Edinburgh & Dublin



Service Description: Microsoft Power Apps and Automate

Power Apps empowers public sector teams to rapidly build secure, low-code applications tailored to citizen services and internal processes. Power Automate streamlines workflows, reducing manual tasks and improving efficiency across departments. Together, they drive innovation, enabling faster service delivery and ensuring transparency.

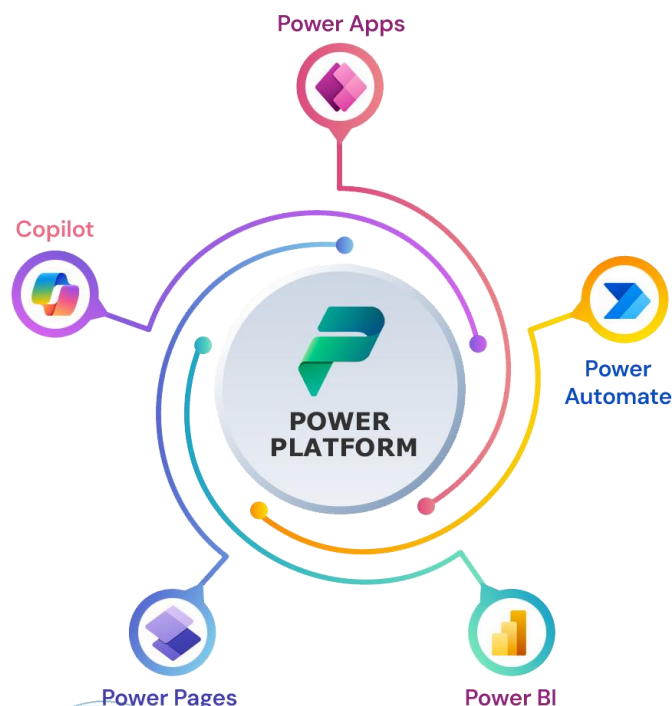


Accelerate digital transformation in the public sector with Power Apps and Power Automate

Deliver citizen services faster, automate repetitive tasks, and ensure compliance effortlessly. Empower your teams to innovate without heavy IT overhead—secure, scalable, and cost-effective.

Public sector organisations need to deliver efficient, citizen-focused services while managing tight budgets and adhering to compliance requirements. Power Apps offers a low-code platform for quickly building secure applications, enabling teams to digitise processes and improve accessibility without heavy IT involvement.

Power Automate complements this by streamlining workflows and connecting systems, reducing manual tasks and errors. Together, they help agencies enhance transparency, accelerate service delivery, and cut operational costs—freeing resources for strategic priorities.



Relationship Management



- Dedicated App to deliver service/license applications without the need for a full CRM and license cost.
- 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 relationships with newsletters, emails, and timely notifications.

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

The CloudSource tailored Power Apps & Automation 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:

Scalable Low-code No-code Platform for App Development	Automation of repeatable tasks
Canvas and Model-driven Apps	Templated Communication
Out-of-the-Box AI-Enhanced Features	System Alerts and Notifications
Secure Data Management and Analytics	Configurable Security Model

Benefits:

Empowers Business Units to Digitise and Automate their Business Processes	Process acceleration from Business Data and Visualisation
Pre-built Functions and Templates to create Apps rapidly	Full Interoperability with other systems
Drive Innovation by Prototyping and evolving your ideas	Secure and Cost-effective App Development
Modernise Business Processes	Easy to Maintain and Support Apps Created

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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