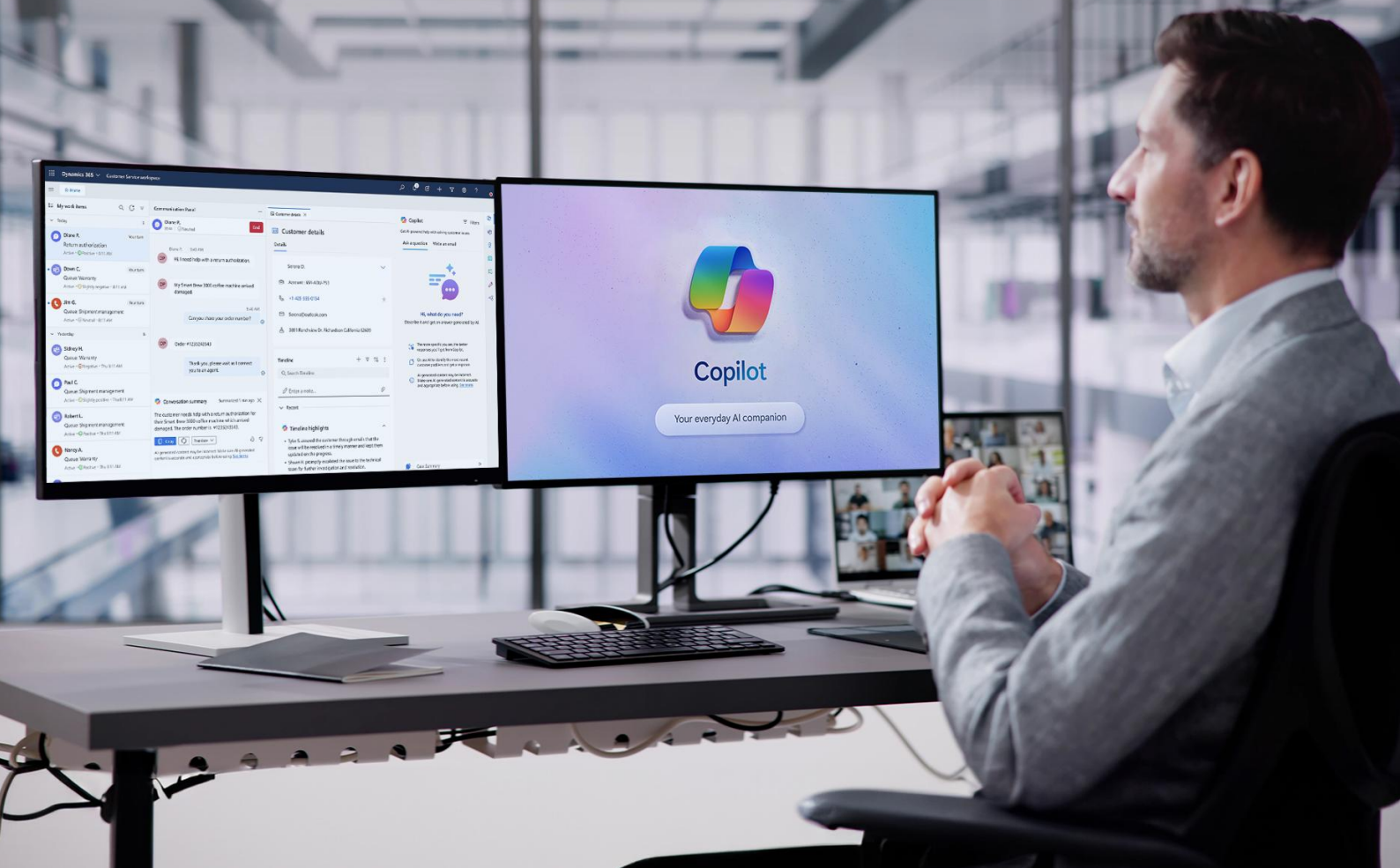




Putting people at the heart of digital evolution



| G-Cloud 15



Microsoft
Copilot

Empower your organisation and supercharge your public sector work with Copilot, a powerful generative AI with enterprise-grade security and privacy



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 Copilot

Microsoft Copilot helps public sector organisations boost productivity and improve citizen services by automating routine tasks. Powered by Generative AI, it streamlines casework by summarising lengthy details and communications, enabling faster, more effective service delivery that meets today's digital expectations.



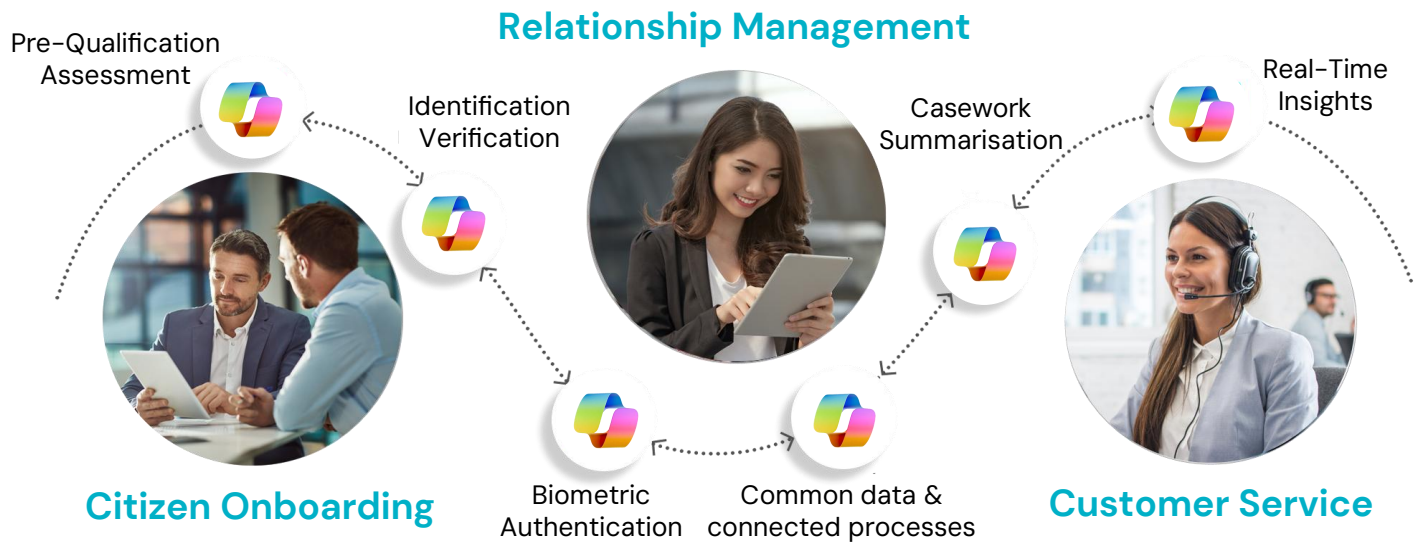
Streamline your operations and ignite public services with AI

Imagine that every employee in your organisation had access to an agent that knew everything your business had ever known and who could accelerate & strengthen service delivery

We are pushing the boundaries of AI-powered productivity. With Microsoft Copilot integrated into the Business Application stack, tasks like drafting emails, creating documentation, and analysing data are no longer manual; they're automated. This marks a new era of delegation and efficiency.

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.





- Pre-Assessment of Service, License or Grant applications will accelerate the pathway to completion.
- Automated Personal ID and Company Verification checks ensure regulatory checks and balances.
- Applications linked directly to policy remove bias or emotive decision-making.

- Automate repetitive tasks, data entry and meeting follow-up action.
- Streamline business workflow with integration across the M365 product suite.
- Surface intelligent recommendations and subsequent actions.
- Remove human error by auto-filling and validating entries using AI models trained on enterprise-grade datasets

- AI-generated Case Summary gives agents a quick overview of cases, including the issue, attempted resolutions, and current status.
- Synthesise data from multiple sources—case notes, emails, chat logs—to provide a holistic view of the Citizen journey.
- Case documentation is consistent and complete, which is critical for audit and regulatory compliance

The CloudSource tailored configurations for Microsoft Copilot are designed for public sector organisations looking to supercharge their business operations. At its core, the solution learns your citizen data to accelerate registration, payments, and Casework Processes, and surfaces deep insights into public service securely. Additional use cases deliver Enterprise-Scale Identification and Verification checks to ensure fraud detection and regulatory compliance.

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:

Business Task Automation	Casework Automation
ID validation & Fraud Detections	Caseload Reporting
Real-Time Transcription and Summarisation	Enhanced Casework Productivity
Tailored Copilot Deployment and Adoption Strategy	Intelligent Insights and Citizen Service

Benefits:

Smarter and Consistent Communications	Accelerated First Contact Resolution
Improved Data Accuracy and In-Depth Insights	Code Generation with Natural Language Prompts
Risk & Regulatory Compliance	Seamless integration with Microsoft 365 Applications
Increased workload capacity with Streamlined Operations	Customizable Copilots

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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