



Putting people at the heart of digital evolution

Registration Complete



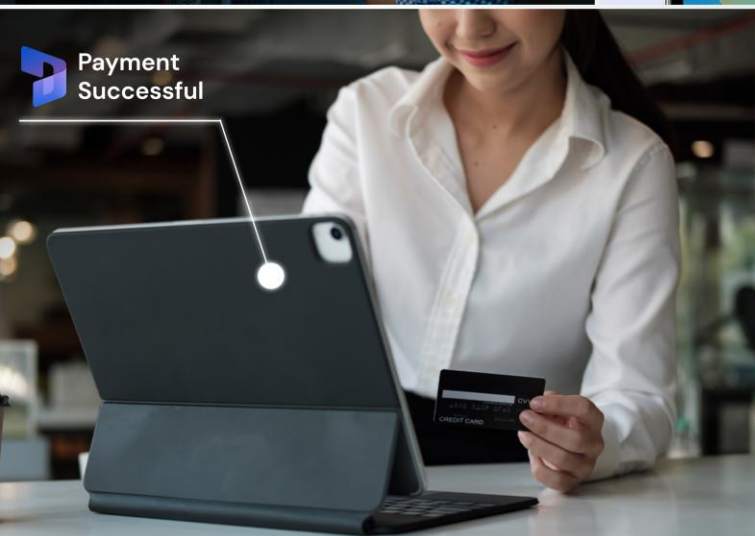
Inspections



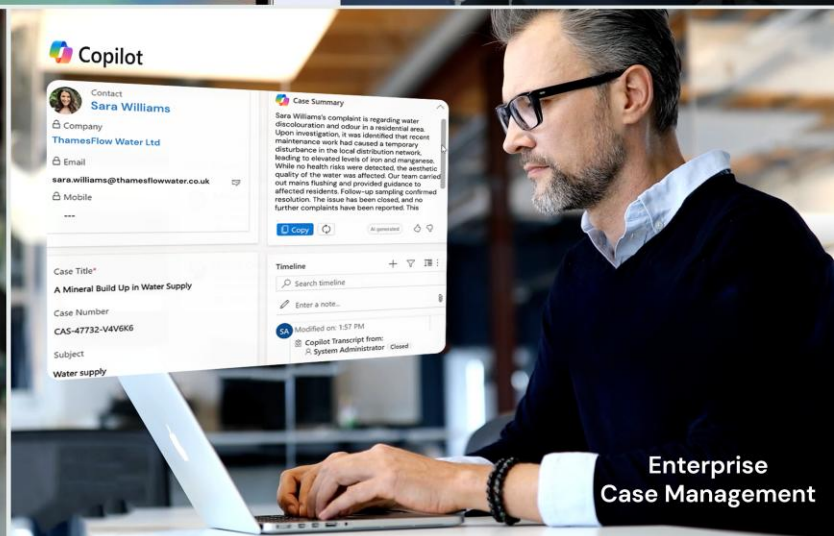
Digital Communications



Intelligent Insights



Payment Successful



Enterprise Case Management

| G-Cloud 15

Regulatory Business Platform

A game-changing solution, powered by Microsoft Dynamics 365, designed to transform traditional regulatory processes into seamless, efficient workflows, from AI-driven self-service portals to real-time analytics and enterprise case management



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

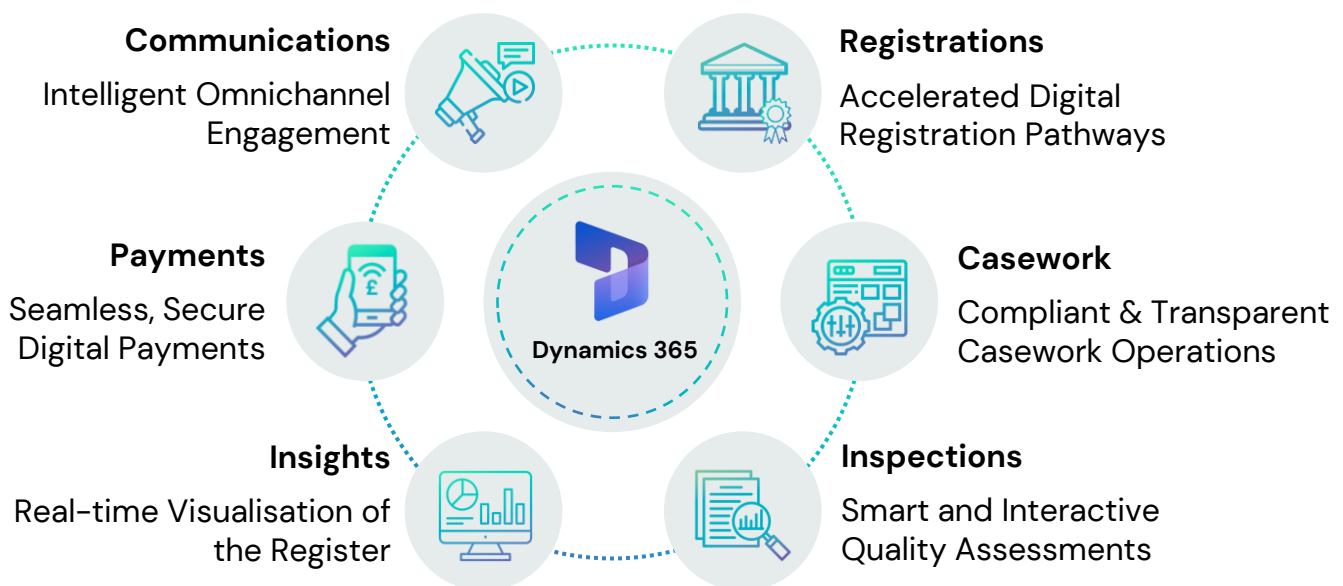


Service Description: Regulatory Business Platform

Unify licensing, compliance, and enforcement into a single, modern, purpose-built solution. From registrations to investigations and beyond, accelerating every step, enabling disparate teams to protect the public and uphold regulatory integrity.

CloudSource's Regulatory Business Platform, built on Microsoft Dynamics 365 & Power Pages, is a tailored configuration designed for regulatory organisations looking to modernise their business operations. At its core, the solution centralises your register, accelerates registration and payments, and surfaces deep insights into registrants. 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.



Why Choose CloudSource Regulatory Business Platform

Regulatory knowledge built in – Everything we have learned in over 10 years of working with regulators and distilled into our solution.

Local expertise & support – Proven UK & EU experience with onshore teams and localised regulatory knowledge.

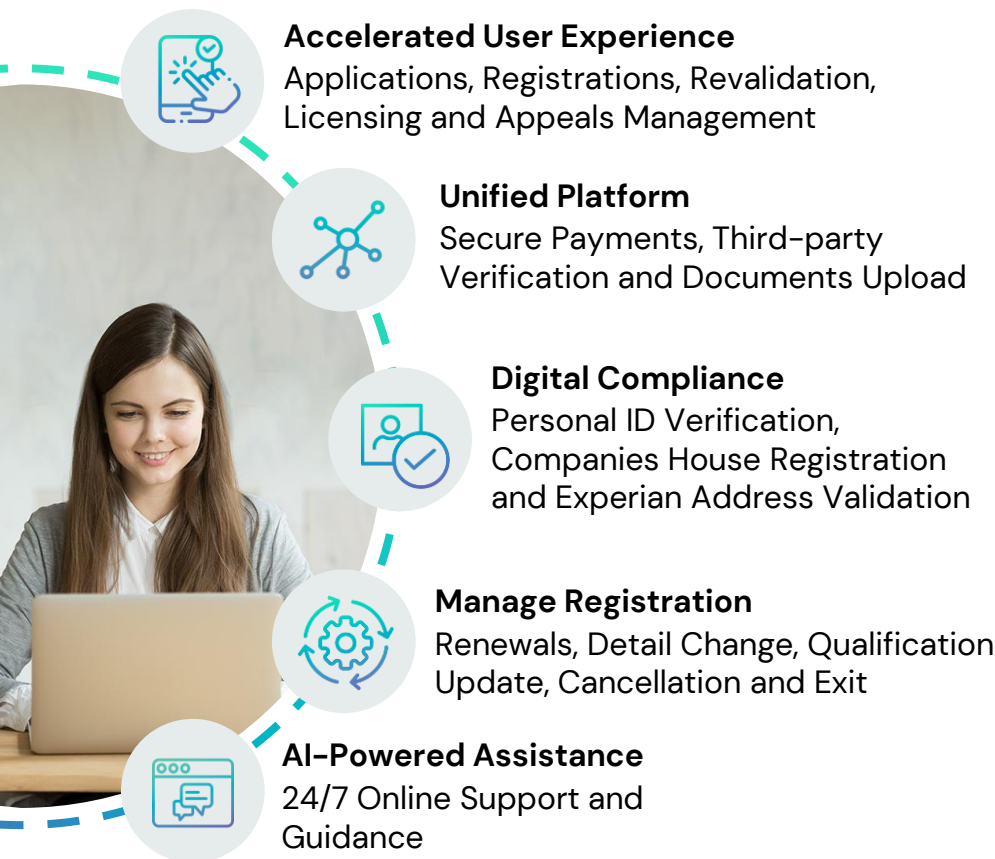
Secure regional data hosting – Data is protected and compliant with sovereignty obligations.

Trusted by Regulatory Organisations – in the UK & EU.

Upgrades included – the latest version through hassle-free updates included in your SaaS subscription.

Registrations

Delivering a modern experience for the application, assessment, and approval of license, registration, and permit processes that meet today's digital expectations is essential when building and maintaining a regulatory register.



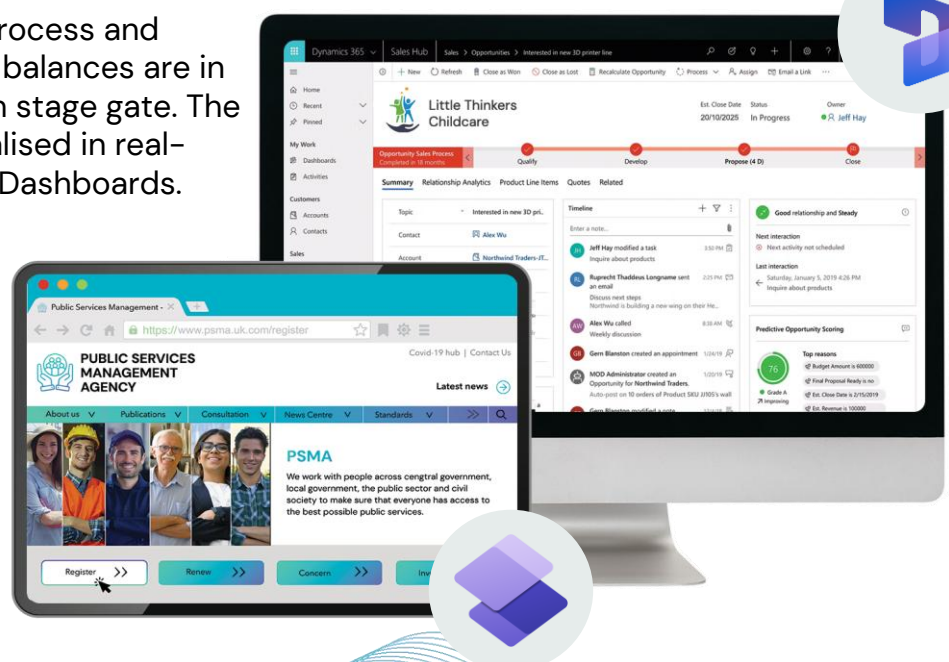
Digital Registration Management

Enabling regulatory bodies to provide a fully digital and compliant registration service lifecycle that meets today's digital expectations.

Empowering applicants/registrants to have complete visibility and control across the regulatory lifecycle.

Dynamics 365 drives the process and ensures that all checks and balances are in place to move through each stage gate. The registration pipeline is visualised in real-time through customisable Dashboards.

Power Pages Portal connects the applicant/registrant to 24x7 access to self-driven services and support, enabling complete visibility and control across the regulatory lifecycle.



Casework

Accessible, streamlined Case Management Processes are essential to effective regulation and a measurable component of performance. By automating repeatable tasks and leveraging AI guidance, more cases can be closed at first contact, reducing the caseload.



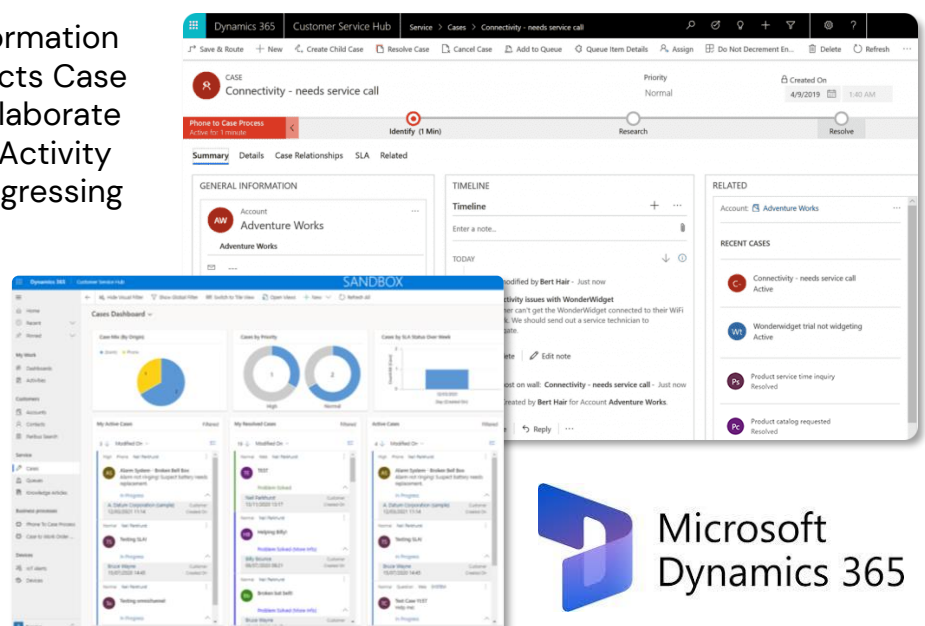
Enterprise Case Management

Enabling regulatory bodies to process case workloads to government standards and Service Level Agreements (SLA).

Empowering case parties to directly contribute information and documentation to the case and track progress.

Dynamics 365 stores Case information and documentation, and connects Case Parties to contribute to and collaborate on each Case plan. Automated Activity and Scheduling keep Cases progressing and SLAs protected.

Power Pages Portal enables Case Parties to share information and track Case progress through Status Updates securely.



Microsoft
Dynamics 365

Inspections

Many regulatory organisations need to carry out Inspections to ensure that services are being used effectively for the public's benefit and in compliance with regulations and standards.



Inspection Scheduling

Risk-Based Scheduling, Digital Calendaring, and Advance Notices



Real-time Assessments

Evidence Collection, Calls, Shared Screen Audits, Live Dashboards



Inspection Complexity Scoring

Size, Nature, Historical Compliance, Criticality



Non-Compliance Risk Assessment

Automated Risk Scores and Category Violations, Licence Suspensions



Trainings

Internal Audits, Documentation and Training

Intelligent Inspection Management

Transformational efficiency from a digital inspection process, enabling an online engagement portal, advanced scoring of inspections, inspection scheduling, and innovative data-driven process automation.

Dynamics 365 drives the end-to-end inspection process from scheduling, assessment, evidencing and outcomes reporting. A pre-configured workflow can automate comms and inform stakeholders to accelerate the inspection lifecycle.

Power Pages Portal surfaces the inspection progress to all parties and enables remote information submission and reporting.



Microsoft Dynamics 365
Field Service

Insights

Data's value doesn't come from the collection of information; that's just the starting point. The real value comes from your ability to use that stored information to uncover new insights with data analytics, then present those ideas to accelerate business decisions.



Data-Driven Intelligence

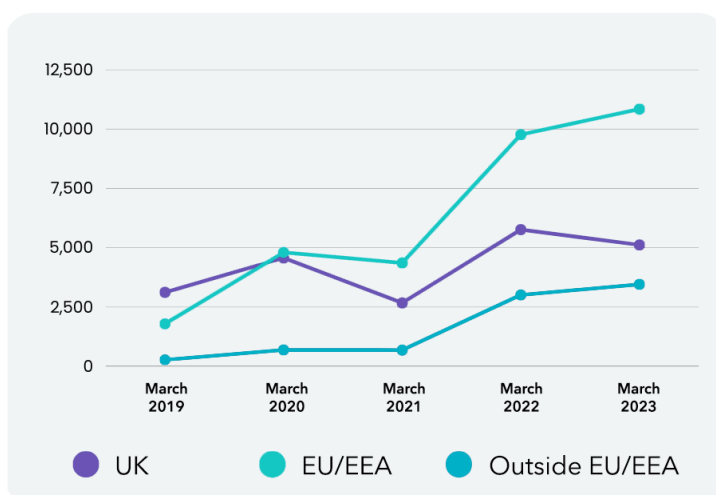
Real-time insights enable government organisations to move faster through more informed decision-making.

Monitoring helps detect anomalies and fraudulent activities quickly, mitigating the loss of public trust.

Dynamics 365 surfaces real-time data visualisation through customisable dashboards that track and monitor registration pipelines, casework, and more to deliver actionable insights for regulatory business teams.



Total number of renewals



Payments

Making secure online payments for the granting and revalidation of applications and the approval of licenses, registrations, and permits is essential when delivering a full end-to-end digital service.

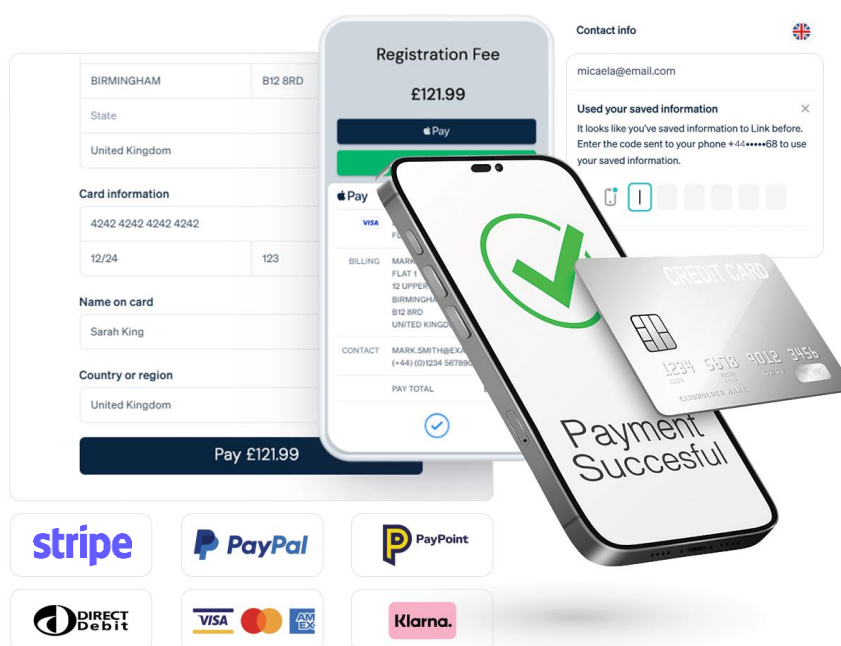


Secure, Digital Payment Platform

Secure systems help reduce financial fraud and cybercrime, which cost the government billions annually. Enhanced security measures protect public funds and reduce the burden on law enforcement and regulatory bodies.

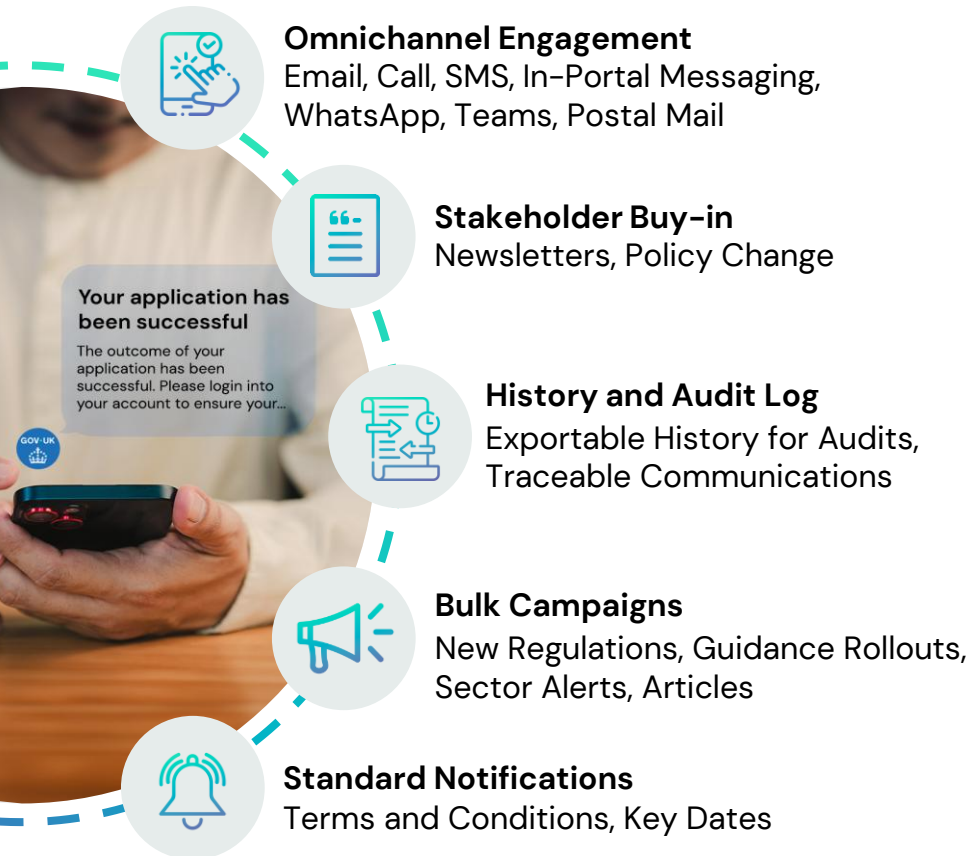
Dynamics 365 moves the workflow on receipt of a payment or a direct Debit schedule, creates forward reminders for revalidations, and instigates exception handling when payments fail.

Power Pages Portal is seamlessly integrated with the direct Debit and Card Payments provider.



Communications

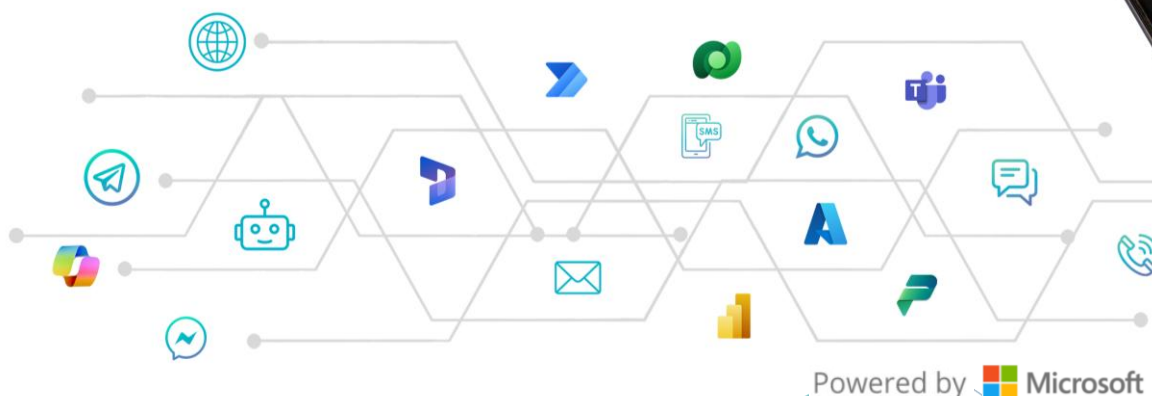
Today's digital expectation of communications is on any channel, any time, anywhere and the days of a letter in the post or receiving long-winded emails are long gone. Digital comms need to be short with a clear call to action to progress business workflow.



Digital Communication and Engagement

To truly embrace customer-led journeys, you must be ready to engage and respond when the customer wants to engage, in the moments that matter to them.

Dynamics 365 is seamlessly integrated with Email, Call, SMS, In-Portal Messaging, WhatsApp, Teams and more. The messaging can be templated and configured within the workflow to automate communications out and receive information back to progress business processes.



Features:

A single platform that delivers a full Regulatory Business Workflow	Regulatory Register Maintenance
Enterprise Case Management	Omnichannel Communications
Registrations & Revalidation	Self-Service Data Management & Insights
Regulatory Inspection	Secure Payments Integration

Benefits:

Improved Quality and Accuracy of Business Data	Data reduction through systems integration
Real-time Data Analytics and Business Insights	Improved agility by securely and efficiently mastering data sources
Intelligent and Automated Business Processes	Multi-platform Analytics
Systems Integration and interoperability	Secure SaaS Platform

How we plan the service

CloudSource provides a flexible, collaborative approach to Project and Programme planning for the implementation of 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 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



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

