



Putting people at the heart of digital evolution



| G-Cloud 15

Digital Services: Casework

Enabling public sector organisations to process enterprise case workloads to government standards and Service Level Agreements (SLA)

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: Casework

Accessible, streamlined Case Management Processes are essential for intelligent public services 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.



Complaints and Enquiry Handling

Assessment, Acknowledgement, Allocation, Assignment, Escalation and SLA-Driven Communication



Disputes and Appeals

Anti-Competitive Disputes, Investigations, Arbitrator and Resolution Management



Transparency

UK GDPR, Freedom of Information & Environmental Information Request



Fitness-to-Authorise/Practice/Teach

Case Screening, Triage, Investigation Planning, Scheduling and Hearings



Legal Compliance

Case Bundling, Document Redaction and Secure Document Transfer

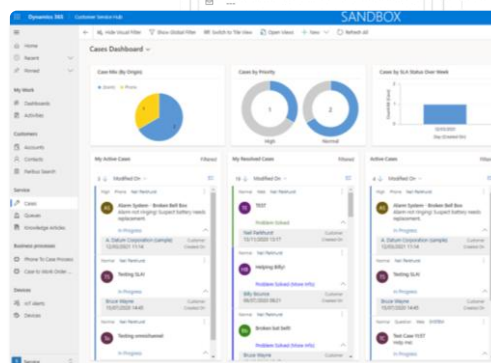
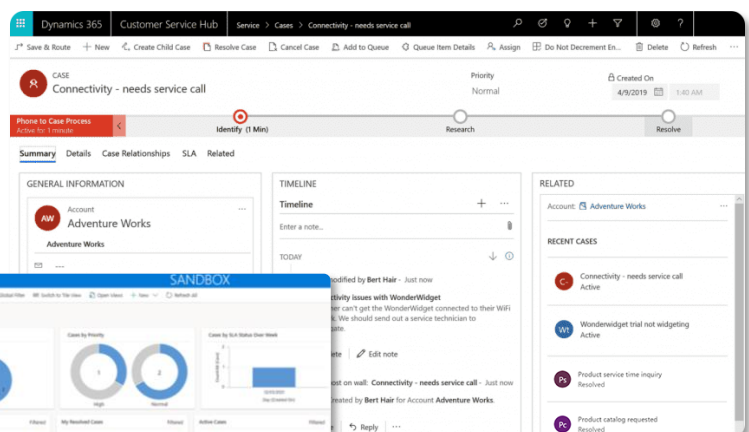
Enterprise Case Management

Enabling public sector organisations 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.

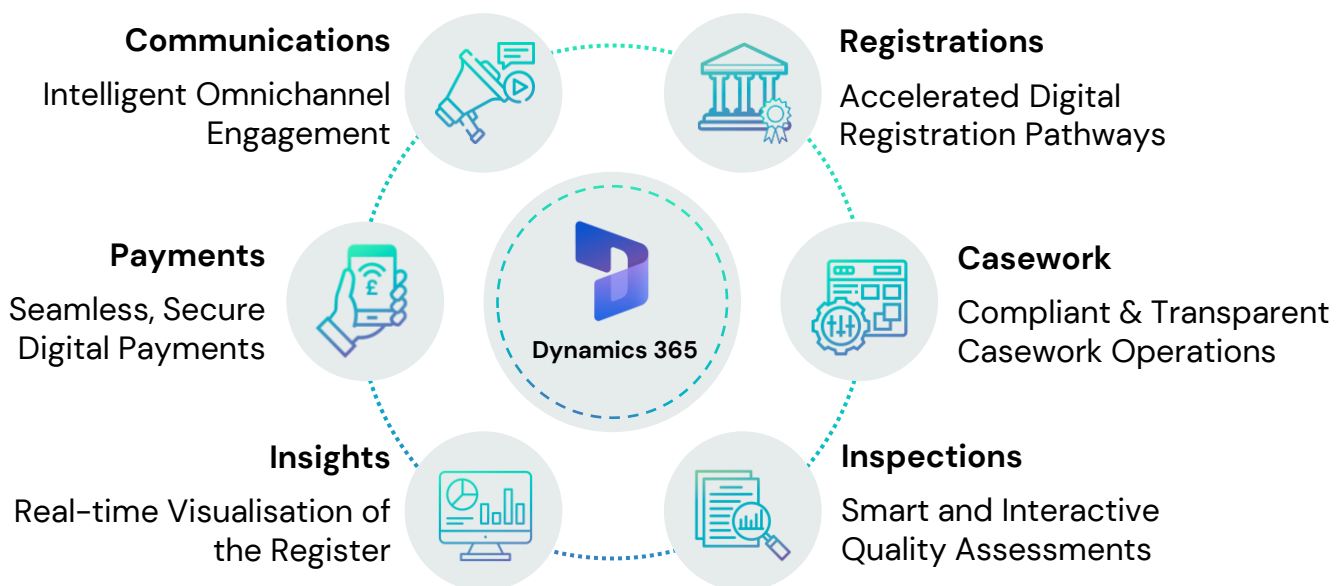


End-to-End Digital Services Platform

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 integrity.

CloudSource's Digital Services Platform, built on Microsoft Dynamics 365 & Power Pages, is a tailored configuration 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 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 Digital Services Platform

Public sector knowledge built in – Everything we have learned over 10 years of working with central government, departments, and regulatory bodies, distilled into our solution.

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

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

Trusted by public sector organisations – in the UK & EU.

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

Features:

Fitness to Practice	Case Bundling & Document Redaction
FOI, GDPR & EIR Transparency Processes	Enterprise Case Management
Complaints and Enquiries	Omnichannel Communications
Secure Document Integration	Citizen Facing Portal

Benefits:

Accelerated Case Management Workflow	Automated Scheduling
Increased Resolution at First Contact	Improved agility by securely and efficiently mastering Data Sources
Intelligent and Automated Triage Processes	Real-Time Caseload Analytics
Case Party Collaboration	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