



Putting people at the heart of digital evolution



| G-Cloud 15

Digital Contact Centre

Transforming citizen engagement in the public sector through a unified, AI-powered digital contact centre platform with omnichannel communication and personalised support

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: Digital Contact Centre

Powered by Microsoft Dynamics 365, our omnichannel solution transforms public sector contact centres into digital-first hubs that deliver first-class citizen service. Integrating social media, SMS, chatbots, AI, and NLP provides agents with a comprehensive view of citizen interactions across all channels.



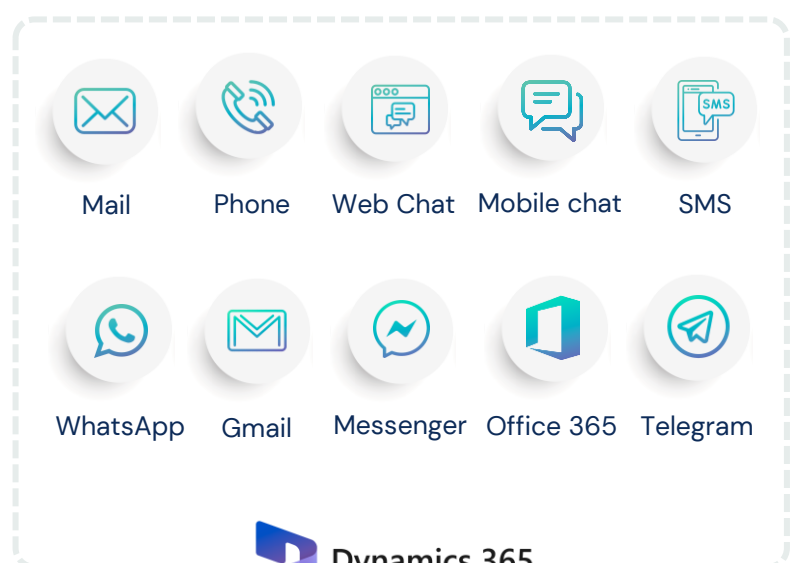
Digitising citizen experience through omnichannel engagement

Go beyond reactive service by predicting issues, personalising support and delivering seamless experiences that redefine public service by leveraging cutting-edge Microsoft cloud technology

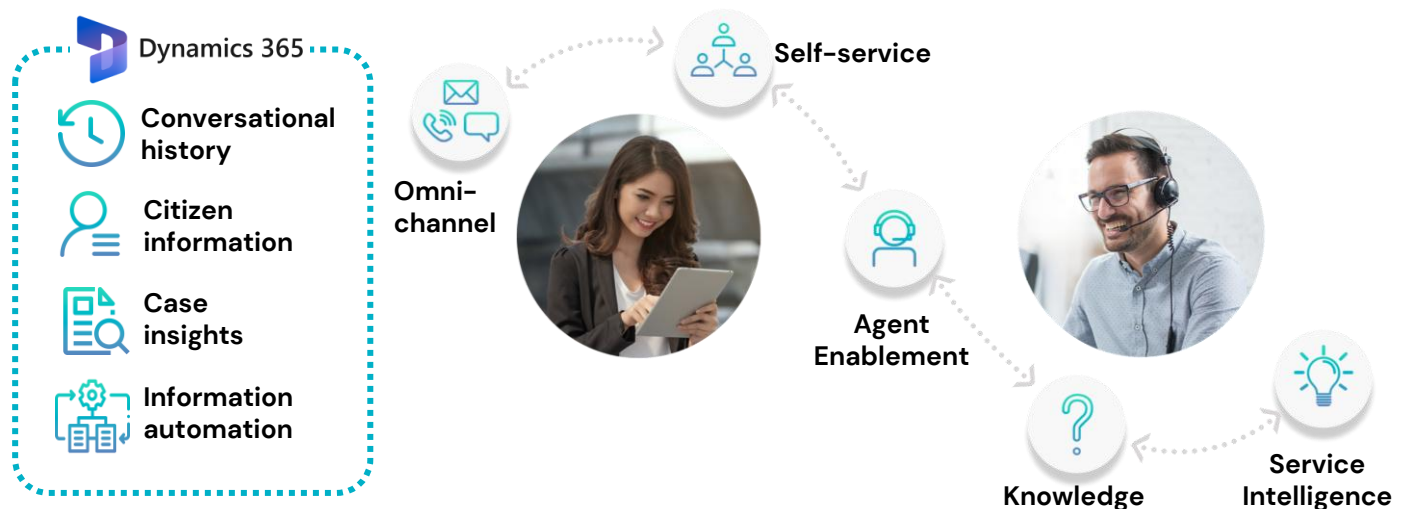
Innovation is redefining citizen service. Rising expectations demand speed, accessibility, and choice, and our platform delivers.

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. Microsoft Digital Contact Centre 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



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 Contact Centre Solution	Service Scheduling and Knowledge Management
Customer Relationship Management with Intelligent Routing	Citizen Facing Portal
Enterprise Case Management	Business Workflow Automation
SLA Based Architectures	AI-Powered Contact Centre, with Copilot

Benefits:

Engage on multiple communication channels	Secure, Compliant, Future-Proofed and Highly Scalable Contact Centre
A unified, AI-Powered customer service platform	Service quality monitoring
Accelerated casework processes	365-degree Customer Journey Analytics
Self-service portal integration	Software-as-a-Service

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