



Putting people at the heart of digital evolution



| G-Cloud 15

Public Services One-Stop-Shop

Empowering public sector transformation through a unified, citizen-centric digital services platform built on Microsoft cloud technology

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: Digitised Public Services One-Stop Shop

Putting the citizen experience at the centre of service design means increasing convenience, striving for minimal wait times and providing a central place to consume Public Services. There is also a need for cross-government collaboration that puts the Citizens and their needs at the centre.

The CloudSource One-Stop-Shop platform for digital public services is built on best-in-class Microsoft Cloud Technology (Dynamics 365, Power Platform & Azure Services) that acts as a citizen's primary contact point for accessing multiple Public Services and information.

The CloudSource platform would benefit Public Sector organisations who want to:

- Deliver Seamless Citizen Experiences – of public services and information via a one-stop portal
- Empowered Employees – access to business solutions with data and rich insights
- Digitised Public Services – to enable how government can work with a digital-first approach
- Improved Cross Government Functions – to build a centralised and connected government service
- Accelerated Workplace Productivity – to improve employee productivity through innovation and technology

The CloudSource platform enables:

- A modern workplace, secure & hosted in the cloud with resilience and scalability
- Employees empowered with the tools and systems needed to deliver continuity of public services
- A fully digitised citizen and stakeholder experience that meets today's expectations
- Connected & innovative public services that are enhanced by data that drives business automation
- Fully aligned regulatory & compliance requirements
- Reduced operational costs and reduced carbon footprint
- Systems interoperability to provide a gateway to cross-agency collaboration



Features:

Digitised Public Services	Agile Working Aligned to GDS Standards
Market-Leading Expertise from a Microsoft Solutions Partner	End-to-End Capability: From Solution Design to Business Adoption
UK-Hosted Secure Public Cloud	Business Change Management and Delivery
Configurable Security Model	Service Transition to Business-as-Usual Continuity Team
Secure Data Management & Analytics	Mirror Customer Working Practices

Benefits:

End-to-End Digital Public Service Delivery Platform	CloudSource Will Guide on Best Practice Service Delivery
Extensive Public Sector Expertise and Insight for Complex Case Management	Benefit from Other Dynamics 365 Components
Manage Multiple Complex Case Management Processes in Dynamics 365	Ensure Regulatory Compliance Through a Digital Platform
Provide Seamless Integration Between Dynamics 365 and Other Applications	Collaborative Requirements Definition and Design Thinking
Flexibility and Agility in Project Execution	Secure SaaS platform

How we plan the service

CloudSource offers a flexible, collaborative approach to Project and Programme planning for implementing new services, from conceptualisation and authoring of business cases 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 through 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



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

