User research, UX and service design consultancy

GCloud 15 Service Definition Document

January 2026

Company Registration: 6230866 VAT Registration: 931315551

xansium
digital transformation

1. Introduction.

Executive summary

Company overview

Xansium are a specialist digital transformation and cloud consultancy helping both public sector and private sector organisations move their services into new future proof cloud-based solutions. With over 20 years' experience in the digital and technology industry we are experts in both an advisory and implementation capacity.

We specialise in cloud consultancy to help you select the most appropriate technology to fit your needs. We have many years proven advisory and delivery success in the public sector and provide a full GDS Service Design Manual compliant service for the public sector.

Value Proposition

Xansium are experts in public sector digital transformation. Having spent several years transforming legacy systems into new cloud based system we have built a wide catalogue of services that can help you transform your service. We are able to propose and implement cost effective technology solutions and work with our clients to identify efficiency savings as a result of a new future proof digital solutions.

Some of the areas we have helped public sector clients to achieve this to date include:

- Case Management Systems
- Customer Relationship Management
- Information Repositories
- AI
- Process Automation
- User Research
- UX/Interaction Design
- Websites and Content Management
- Reporting and Management Information
- Information Dashboards
- Reducing Data Duplication and Data Silos
- Automation and counter fraud

Executive summary

What the service provides

We offer a full transformation service and while we work very closely with many cloud software vendors and technologies we are not tied to a single vendor and can therefore provide you with the best independent and unbiased recommendations that fits your needs – ensuring value for money, secure and user needs based solutions. We provide fully digital by default compliant delivery teams to run discovery, alpha, beta and live BAU and operational support phases of your project. We can also provide advisory services on the best use of technology and digital services to help implement efficiency savings and provide your users with cloud platforms that are designed around their needs.

We are a Salesforce and Appian Consulting Partner which ensures we have access to an extensive support network from Salesforce, Appian and their partner eco-systems and early access to new releases of those platforms. We can share this knowledge to your internal teams and and Salesforce or Appian implementations.

NPL	– I4i - Impact for Industry programme – PPM Tooling
Cabinet Office	– Honours & Appointments – GGIS version 1.0 & upgrade to 2.0 – GGMF – Spotlight & Grants Marketplace – Government Recruitment Service – COBR Watchkeepers COVID-19 Dash-boarding – Knowledge & Information Management
Government Digital Service	– Domain and Certificate Management System
Department for Business, Energy & Industrial Strategy	– Jigsaw/Business Engagement Database (BED)
Department for Culture, Media & Sport	– Life Chances Fund – CO DATT Support & live service
Ministry of Defence	– Digital Foundry Device Management
Defence and Security Accelerator	– Innovation Hub – Ideas Marketplace – Communications Hub
Government Legal Department	– Replacement of legacy estate claims case management platform with new digital service.
10 Downing Street London SW1A 2AA	– Full digital replacement of the Nexus Correspondence Management system
Armagh City Banbridge & Craigavon Borough Council	– Grants Management Platform – new digital service

Executive summary

Project background

Xansium have been involved in many projects covering numerous digital services across the Cabinet Office, MOD, National Physical Laboratory and several other Government departments, ALB's and Local Authorities. Some examples of these are listed below:

Salesforce development and support

- CO Digital - Honours and Appointments Case Management System
- CO Digital - Church Appointments
- CO Digital - KIM historical documents case management system
- CO Digital - National Leadership Centre
- CO Digital - Business Engagement Database
- CO Digital - Information Asset Owners Registry
- CO Digital - GSG departmental security health check tool
- CO Digital - Government Recruitment Services CRM
- CO Digital - Government Property Agency CRM
- CO Digital - Office of the Registrar of Consultant Lobbyist's Register
- CO Digital - Contract Capability Management Program CRM
- CO Digital - CSEP Correspondence Management System
- CO Digital - Ministerial Transparency Return
- CDDO - Domain management tool
- MOD DASA - Ideas Marketplace
- GCG - Spotlight
- GCG - GGIS
- GCG - Bank Verification
- GCG - Post Award Assurance
- GCG - CCIAF Self-Assessment Tool
- GCG - GMA Self-Assessment Tool
- DCMS - Life Chances Fund
- Bona Vacantia - Case management transformation
- ABC Council (Northern Ireland) – Grants management system

Node/Full Stack/Front and Back End development

- CO Digital - Covid 19 Dashboards
- CO Digital - Church Appointments
- CO Digital - Trade Union Facility Time
- GCG - Sanctions

User research and interaction design

- CO Digital - Gender Recognition Service
- GCG - Grants Applicant Portal
- NPL – i4i Project

Discovery Projects

- GCG - Spotlight Confidential
- GCG - Casie Discovery
- GCG - Spotlight Blueprints
- GCG - Common Criteria Project
- GCG - Payments
- NPL – i4i Salesforce
- NPL – PPM Tooling

Sharepoint/Office 365/Dynamics

- No10 - Nexus Replacement - Correspondence Management System
- Scotland Office - Sharepoint Migration

AWS

- GCG - Spotlight/GGIS
- GCG - Sanctions
- GCG - PAA
- CO Digital - Honours and Appointments

Compliance with standards

Working with GDS

Xansium has a long and successful track record of working with Government and in particular, Cabinet Office. During that time, we are confident that service delivery activity we've undertaken has been compliant with the standards governing digital services; Technology Code of Practice , Minimum Cyber Security Standard and Government Service Standard.

We commit to the following service delivery

- Understand users and their needs
- Solve a whole problem for users
- Provide a joined-up experience across all channels
- Make the service simple to use
- Make sure everyone can use the service
- Have a multidisciplinary team
- Use agile ways of working
- Iterate and improve frequently
- Create a secure service which protects users' privacy
- Define what success looks like and publish performance data
- Choose the right tools and technology
- Make new source code open
- Use and contribute to open standards, common components and patterns
- Operate a reliable service.
- We hold ISO27001, Cyber Essentials and Cyber Essentials Plus accreditations.
- Our staff are either SC or BPSS cleared as a minimum requirement.

Digital by Default
Service Standard

Technical

Our capability and approach

We are able to provide the following skilled digital resources:

- Developers (Salesforce, full stack, frontend, backend, dev-ops)
- Functional Consultants
- AI engineers
- Marketing Cloud/Pardot consultants
- User researchers
- Interaction/UX designers
- Service Designers
- Content designers
- Delivery managers
- Business analysts
- Data architects and analysts
- Test consultants
- Product managers
- Solution architects
- Technical architects
- Enterprise Architects
- Security and information assurance consultants

We provide knowledge & skills across the following:

salesforce PARTNER

salesforce einstein analytics

salesforce marketing cloud

salesforce pardot

salesforce community cloud

salesforce visualforce

aws

appian

SharePoint

WordPress

Dynamics 365

Microsoft Azure

node JS

Xansium ensures best practice is always met across any activity undertaken on behalf of CO, including ensuring adequate test coverage and documentation is in place as a standard deliverable.

All Xansium individuals undertaking activities on behalf of government clients must have BPSS clearance as a minimum and SC Security Clearance (SC) is available via our ADS Group membership.

2. Approach.

Cultural Fit

Company overview

Xansium has been fortunate to have had the opportunity to work UK government across a number of projects and initiatives over the past 10 years and in that time has been able to grow and develop strong relationships, collaborate with teams and build a deep understanding of what success looks like.

We believe that at the core of the partnership has been a close cultural fit. We seek to promote and deliver a friendly, open and supportive environment; one where trust is paramount and bold and innovative ideas are encouraged – in a backdrop of a shared belief in the mission.

At Xansium, we actively encourage and seek the following:

- **Value driven:** we strive for measurable results at every stage of our process. We're always ready to be challenged on performance and thrive on continuously improving what we do.
- **Customer focused:** Clients. Technology users. Taxpayers. Colleagues. They are all customers and we treat them with the utmost respect. We have a collective responsibility to do the right thing and do things right. We're consultative, flexible and agile.
- **Delivery focused:** we do what we say we're going to do – on time, on budget, to plan. No excuses. It's the currency for trust in our client relationships.
- **Responsible:** we take our responsibilities seriously. We're accountable for risk, compliance and security. We have a conscience. We act with trust and integrity at all times.

It is our view that these shared 'values' provide the foundation for 'our' cultural fit. However, we also firmly believe that communication is the lifeblood of the relationship. Open, direct and frequent dialogue allows all of us to be both reactive or proactive when necessary; to challenge and support when needed; to resolve issues and implement solutions whenever they arise.

Delivery

Our capabilities and approach

Our team of consultants have extensive experience of advisory and consulting on digital projects across the public sector. We also advise other Government Departments and ALB's looking to implement digital services.

We are experts at following the GDS service design standard through discovery, alpha, beta, live and operational BAU through to support and continuous improvement; ensuring the needs of users are met alongside core technology requirements at all times. We are able to offer support of existing implementations through BAU through our dedicated support consultants.

Digital by Default
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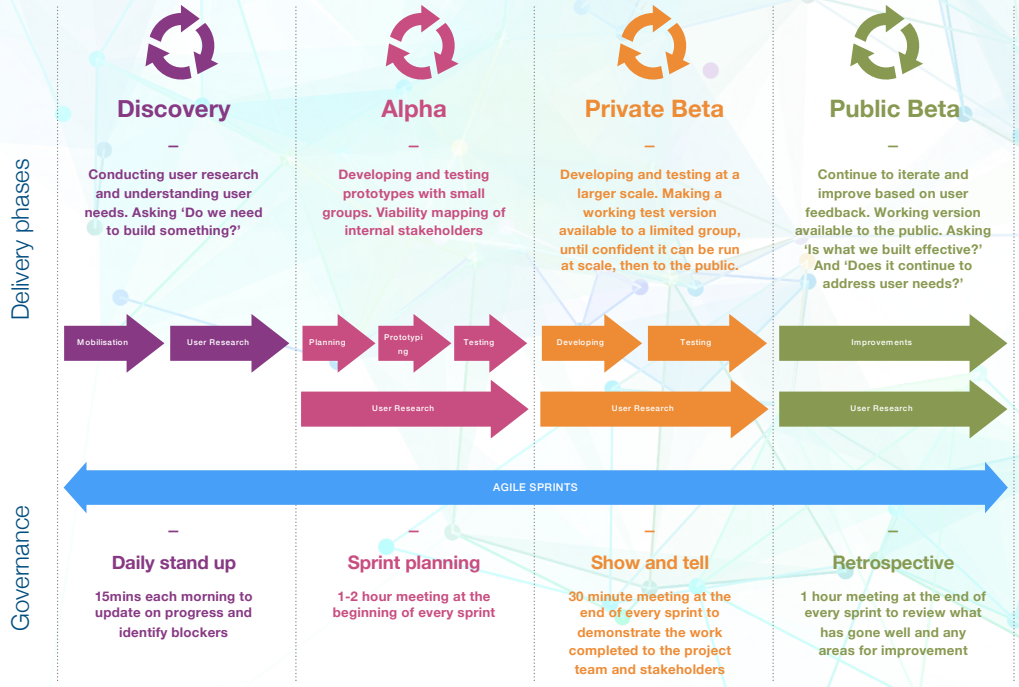
Delivery

Our capabilities and approach

There are many agile methods you can use when building a service, each has its own set of tools and techniques. The diagram outlines the xansium approach and methodology.

The focus of this approach is on recognising user needs and understanding the pain points before embarking on the digital transformation journey.



Comms and delivery

Google Workspace · Jira Software · slack · Microsoft Teams

3. Skilled Resourcing.

Skilled resourcing

Scaling at pace

Xansium pride ourselves on being able to scale our teams at pace, so that we do not have to maintain an expensive bench of non utilised consultants. We are able to do this by resourcing projects through our own internal staff, associate consultants that we have worked with previously, specialist technical recruiters and where appropriate our academy graduates. This enables us to give the best resources at the most cost effective price.

How we operate

We operate our resource positioning based on our SFIA rate card levels of competency - follow, assist, apply, enable, ensure/advise, initiate/influence and set strategy/inspire.

We always employ a large percentage of resources that have exstensive previous government experience and who have worked to GDS Service design and delivery methodology and all resources are well versed with agile delivery and service assessment governance.

Our track record has shown that we undertake to provide the resources required within a maximum 2 week period from project initiation sign off.

We undertake a rigorous screening process with resources, covering technical competence, experience and cultural fit prior to referring them on for further assessment and all staff are either BPSS or SC cleared.

We require all staff to follow the Civil Service Code of Conduct.

4. Social values.

Social values

Creating a positive impact

At Xansium, social value is central to how we work and the impact we aim to create. Beyond delivering high-quality digital services, we are committed to supporting communities, widening access to opportunity, protecting public funds, improving wellbeing, and contributing to a more sustainable future. Our work spans economic inclusion, environmental responsibility, public sector resilience, and long-term skills development — ensuring the outcomes we deliver create lasting value for society as well as our clients.

- **Covid-19 recovery:** Xansium are proud to have worked on several projects that have been key to supporting and contributing to Covid-19 recovery, these include Spotlight (protecting the government from grant fraud) and Watchkeepers Covid-19 dashboards.
- **Tackling economic inequality:** The Xansium Academy. This programme is for anyone with the right attitude who wants to pursue a rewarding digital career in Government. Whether a school leaver looking to enter the world of work, a graduate keen to apply and extend learning, a career changer or someone returning to employment after an absence from work. Xansium firmly believes in providing opportunity for anyone who has the attitude and desire to learn and build a career in digital within the public sector.
- **Fighting climate change:** Xansium has updated our head office infrastructure to reduce our reliance on fossil fuels by installing up to date air source heating. We also have plans to install Solar Panels to further reduce our carbon footprint.
- **Equal opportunity:** The Xansium Academy has already shown its value in providing opportunities for school leavers and graduates whom we have sponsored and trained to a high standard providing them a solid career path in digital transformation for the public sector. Xansium is also in discussion with contacts with the military to provide training and employment opportunities for retiring armed services personnel.
- **Wellbeing:** At Xansium our staff are our most important asset. We believe in making sure that a healthy work / life balance is maintained and will actively promote healthy working practices. We provide the option of a comfortable working environment at our office in Gloucestershire and Bristol as well as fully supporting our staff to work remotely when this is a viable option for both the client and staff member's circumstances.