

G-Cloud 15

Liberty Create



Contents

What is Liberty Create? 4

What do people build with Liberty Create? 5

How does Liberty Create work? 6

AI Capabilities in Liberty Create 7

Contact 8

What is Liberty Create?

Liberty Create is a cloud-based, enterprise low-code platform for rapid application development. Create is designed for organisations that need to deliver secure, scalable digital services quickly.

It provides a visual, drag-and-drop interface for building data models, workflows, integrations and user experiences.

Create enables professional developers and business users to collaborate safely within governance guardrails. Developers can extend functionality with custom code when required, while non-technical users can configure processes and interfaces without risk.

Key Capabilities:

- Rapid delivery of new services and continuous iteration of existing ones.
- Modern, accessible UX that adapts across devices and channels.
- Integration-ready architecture with reusable APIs and connectors.
- Enterprise security, audit and role-based access controls.

Liberty Create can be deployed standalone or extended as part of the Liberty Platform, adding AI, robotic process automation and advanced engagement tools when required.

What do people build with Liberty Create?

Liberty Create is used to build applications that transform operations and improve citizen experience across public sector organisations. It supports everything from simple departmental workflows to complex, enterprise-wide systems.

Typical use cases include case management, Business Process Management (BPM), Customer/Citizen/Tenant Relationship Management (CRM) and multi-experience services that combine web, mobile, messaging and voice. Applications often integrate with multiple systems to automate processes end-to-end while providing intuitive, accessible interfaces for staff and citizens.

Examples:

- Departmental apps: data capture, workflow, reporting and integration with core systems.
- Enterprise apps: organisation-wide CRM, grants and benefits processing, claims management, mortgage applications.
- Multi-experience apps: citizen portals, mobile apps, chat and messaging with seamless human hand-off.
- Foundational apps: reusable data, security and governance models for rapid reuse across services.

Liberty Create also enables innovation and legacy modernisation by providing integration-ready architecture and governance guardrails. It can be extended with AI, robotic process automation and intelligent document processing to deliver smarter, faster services.

Proven in practice:

- Millions of NHS patients manage appointments via Liberty-powered portals.
- 1 in 5 UK mortgage approvals run on Liberty Create.
- Network Rail digitised safety and compliance processes with 30+ Liberty apps.

How does Liberty Create work?

Liberty Create provides all the capabilities required to build and manage robust applications in one platform. It is designed for scalability, security and rapid deployment, ensuring organisations can deliver and adapt digital services quickly.

Developer Tools:

- Controller: manage environments, access and provisioning across applications.
- Build Studio: drag-and-drop configuration of data objects, workflows, APIs and themes.
- Code Studio: extend with JavaScript/Vue components, processors, theming and page logic.
- Test Studio: in-built automated testing for regression and quality assurance.
- Monitor Studio: performance dashboards and diagnostics for APIs, messages and server metrics.

Deployment and operations:

- UK-based cloud hosting on Amazon Web Services (AWS) with ISO and Cyber Essentials certifications.
- Containerised runtime using Docker: resources sized to customer requirements.
- Daily backups by default (configurable) with manual rollback points.
- Disaster recovery/failover: automated health checks and DNS-controlled failover between primary and secondary: reversal on restore.
- Elastic scaling aligned to performance needs.

Integration:

- API-first approach with REST/JSON endpoints and reusable connectors.
- On-premises integration supported via Liberty On-Premise Adaptor (OPA).
- Document and data import/export, IDP for intelligent capture.

Security, governance and accessibility:

- Role-based access, audit trails and configuration guardrails for safe collaboration.
- Support for penetration testing, vulnerability scans and Operational Acceptance Testing.
- Accessible UX aligned to WCAG 2.2; accessibility testing and reporting available.

Liberty Create can operate standalone or integrate with Liberty's composable capabilities, enabling AI-powered automation and advanced engagement when required.

AI Capabilities in Liberty Create

Liberty Create includes embedded AI capabilities that enable organisations to automate processes, improve decision-making and enhance user experience without requiring specialist technical skills.

These features can be configured through rule actions within applications, making AI accessible and practical for public sector teams.

Key AI capabilities:

- **Ask Liberty AI:** Configure applications to analyse content and return answers to user questions using defined personas and moderation settings. This enables embedded virtual assistants that make information more accessible and reduce reliance on staff for routine queries.
- **Knowledge management:** Automatically group related data and documents into dynamic collections. Liberty AI learns from these collections to provide accurate, curated answers via an integrated chat feature—using Ask Liberty AI—reducing pressure on teams and improving response times.
- **NLP services:** Apply Natural Language Processing tools to automate text-based tasks, including:
 - Sentiment Analysis to interpret tone and feedback.
 - Text Summarisation to condense lengthy communications.
 - Keyword Extraction to identify and store key information.
 - Text Enhancement to correct and refine written content.
- **Machine Learning and Predictive Models:** Build custom predictive models within Liberty AI using your own datasets. These models allow organisations to predict outcomes, automate decisions and improve operational efficiency without complex coding. Supported model types include:
 - Data classification
 - Data regression
 - Text classification
 - Text regression
 - Time series forecasting.

Planned AI Enhancements:

Liberty Create's AI roadmap includes advanced capabilities designed to further automate and accelerate application development:

- **Agentic Workflows:** AI-driven orchestration of multi-step processes, enabling applications to complete tasks autonomously across systems based on defined goals and governance rules.
- **AI-Assisted Code Generation:** Tools to automatically generate code snippets and application logic from natural language prompts, reducing development time and supporting non-technical users.

All AI capabilities operate within Liberty Create's governance framework, ensuring secure, compliant, and controlled use of AI in public sector applications.

Contact

Get in touch with Gamma today to enquire about your G-Cloud 15 service.