

Hso

the results company



HSO's gov360 Complaint Module

G-Cloud 15 | Turn your Microsoft investments into better resident outcomes



Crown
Commercial
Service
Supplier

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Technology enables when the right partner delivers.

trust your project with the right people and processes

HSO is a transformation partner with deep Public Sector expertise, that uses Microsoft technology to enable you to deliver the connected services that *make a positive difference to people's lives*.

We help Public Sector organisations modernise operations, adopt intelligent automation, deliver real-time performance insights and connect systems – accelerating the impact of digital change.

Founded in 1987, HSO is one of the world's top business solution and implementation partners, large enough to serve, small enough to care.

We are HSO - the results company

Our people make the difference. HSO's award-winning team is our secret weapon. We invest in attracting and developing the industry's brightest minds. So you don't have to.

Our expertise delivers success. Three decades of delivering Microsoft projects have taught us what works. We've built tools and methods that save time and cut risk. Every project you run with us benefits from hundreds we've done before.

Michael Lonnon
HSO, Head of Public Sector



gov360 Complaint Module *features*

The HSO approach

HSO's gov360 accelerator boosts UK councils' digital capability with an integrated solution built on Microsoft Dynamics 365. It provides out-of-the-box processes shared across councils, while allowing for local differences.

gov360 helps councils deliver better citizen services using enterprise-grade technology on public-sector budgets, including modules such as complaints management.

What you get

- Complaint case management from concern to stage 3 and ombudsman
- Assign individual complaint points to department/team or user
- Configuration driven setup
- Built on Microsoft Dynamics 365 Customer Service
- Configurable SLAs per process
- Defined security roles per process and persona
- Track outstanding complaint points and upcoming deadlines
- Automated chaser notifications and Auto populated Email and Word templates
- Secure SharePoint file storage per record
- Automate Case creation from incoming email

gov360 Complaint Module *benefits*



Solutions for you

We help public sector organisations drive productivity while maintaining compliance. Users only see what they're authorised to access, while AI delivers powerful insights, manages complaints, standardises responses and streamlines repeat or high-volume enquiries. With built-in UK GDPR and Data Protection Act compliance, this secure, intelligent solution is delivered by a recognised Microsoft Inner Circle Partner with ISO27001 accreditation.

Benefits

- RBAC prevents users viewing data they shouldn't see.
- Configured to comply with regulatory and organisational requirements.
- AI provides insights on public contact with your organisation.
- Standardises corporate response to public enquiries.
- Quickly deal with repeat contact from individuals.
- Supports organisation to respond to multiple queries on a topic.
- Comprehensive record of every activity in the system.
- Organisational learning functionality built in.
- Compliance with Data Protection act and UK GDPR.
- Delivered by Microsoft Inner Circle Partner with ISO 27001 accreditation.

Guarantee Microsoft technology success *with HSO's gov360 Complaint Module*

Your dedicated team won't stop at project launch. They'll continue to work side-by-side with you to maintain momentum and drive adoption by knowing your setup inside and out and how it relates to your operation. *This frees you from 3 worries:*



1. You stay current. Your HSO team constantly updates you on new developments that benefit your operation and your residents.

2. Knowledge stays in-house. When staff change, your technology expertise remains as we preserve every connection and insight.

3. Problems get solved fast. HSO offices across the UK provide 24/7 support to resolve any issues immediately.

The result? Faster ROI, higher adoption, zero disruption.



Social value

HSO social values

HSO weaves social value into its mission: leading in Microsoft solutions while boosting opportunities and wider economic benefits. Three pillars guide our approach, supporting government's levelling up and Net Zero goals.



People

Equality, diversity, and inclusion

Inclusion underpins HSOs culture. We've created a safe environment where individuals feel empowered to share their unique ideas and perspectives. Through our actions, we ensure everyone feels respected and valued, regardless of background.

Prosperity

Skills, opportunities, and liberating lives

HSOs commitment to ethical business practices, fair trade, and responsible sourcing ensures our growth and success go hand in hand with the well-being of wider communities. To date, HSO has raised over £200,000 for nonprofit organisations.

Planet

Sustainable, greener, and cleaner future

HSO is committed to environmental excellence and pollution prevention. Working to lessen impact on the local and global environment by reducing waste, conserving energy, water, and other natural resources.

Social value is not a tick box exercise

When you work with us, Social Value is discussed from the start as we know that the needs of your organisation are as unique as the service you provide to your community.



[> > Download
HSOs 2025 – 2026
Social Value policy](#)

HSOs commitment to you: Your Public Sector Client Director will personally ensure delivery of the Social Value aspects of our engagement with you.



- **Celebrating neurodiversity:** Encouraging neurodiverse talent to thrive, as a member of the UK Disability Confident scheme.
- **Zero tolerance modern slavery:** HSO extends this policy throughout its supply-chain and partnerships.
- **Reducing the gender pay-gap:** Annual gender pay research ensures salary equality and equal employment opportunities.
- **Supporting local initiatives:** HSO supports local initiatives to enhance employability and fostering local talent for employers.



Ensure your project is a success: *take the next step*

Get expert guidance *from veterans in your industry*

Public Sector works differently, and your Microsoft partner needs to understand that. Without real industry knowledge, they'll set up systems that fight against how you work instead of supporting it.

That's why we put Public Sector veterans in charge of your project. We're talking former executives. People who've solved your exact challenges. They know the constraints, the workarounds, and what gets results.



"HSO's implementation delivered a solution that reduced manual work and improved process efficiency while providing the capability for departmental groups to have insight into their cases addressing inadequate case management systems and effort duplication."

"The collaboration between Basildon and HSO is a prime example of how technology can drive meaningful change in the public sector. This project is setting a new standard for local government and inspiring others to follow suit."

"Over 1,500 homes across the city now have assistive technology. It provides reassurance for the families but also gives independence for the individual."

Proven success in Public Sector transformation

- Basildon Council launches **trailblazing AI initiative** as part of its Resident, Digital, and Transformation strategy
 - [How HSO helped deliver this resident first AI project](#)
- How Kent Council approach delivering the **best resident services** ...
[... using the right technology approach](#)
- Overcoming the **Local Government Reorganisation**
 - [Don't start with tech, start with outcomes](#)
- How to make your Microsoft project a **guaranteed success**
 - [Reduce the risk of your projects failing](#)
- **A success story** with South Gloucestershire Council
 - [Improving citizen service delivery by replacing inefficient legacy systems](#)

Back-office to front line

*Finance &
Procurement*

Contact Center

*Loan
Management*

*Human Services
Case Management*



Data & AI

*Legal Matter &
Case Management*

*Information
Governance*

*Relationship
Intelligence*

Supply Chain

*ESG &
Sustainability*

Certified in all 6 Microsoft Solution Designation Areas

A business transformation partner with deep industry expertise and global reach using the entire Microsoft stack to transform how Public Sector works.



HSO sits in Microsoft's 'Inner Circle', a coveted standard just 1% of Microsoft partners meet. This ensures the brightest minds in technology support your success.



the results company

Ensure your Microsoft project is a success
take the next step with the right partner

Talk to HSO Public Sector experts –
no cost, no obligation

Email:

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**Helping you get
more value from
your investments
in Microsoft
technology**



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