



Crown  
Commercial  
Service  
*Supplier*

# HSO's gov360 Waste Management Module

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

# Contents

- 3 Trust your Microsoft project with the right partner
- 4 HSO's gov360 Waste Management Module
- 7 HSO Social Value
- 10 Ensure your project is a success: *take the next step*



# 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 Waste Management Module *features*

## The HSO approach

HSO's gov360 accelerator helps UK councils improve digital service delivery through an integrated Microsoft D65 platform. It standardises common processes while enabling local variation.

gov360 enables councils to deliver better services on public-sector budgets, including a dedicated waste management module to manage collections, missed bins, bulky waste, and enquiries efficiently.

## What you get

- Online requests: new bins, replacements, assisted collections, service changes.
- Report issues: missed bins, contamination, damaged containers, fly-tipping.
- Pay for chargeable services, including bulky waste collections.
- Book collection slots for bulky or garden waste services.
- Power Pages portal for public access.
- Address and UPRN lookup with integrated mapping.
- Evidence upload: photos, documents, notes with submissions.
- Case management, triage and SLA tracking in Dynamics 365.
- Automated emails/SMS for confirmations, updates, and outcomes.
- Configurable products, price lists, VAT and exemptions.

# gov360 Waste Management Module *benefits*



## Solutions for you

We help public sector organisations drive productivity. gov 360 enables citizens to self-serve confidently, reducing call volumes and improving satisfaction. Structured triage and workflows accelerate resolutions, while clear status tracking improves trust. Reusable gov360 templates speed up deployments, lower costs, and create a modern, future-ready platform for expanding council services.

## Benefits

Channel shift: citizens self-serve instead of calling.  
Faster resolution through structured triage and workflows.  
Clear status tracking improves transparency and trust.  
Accurate charging with validated addresses and price lists.  
Reduced avoidable contact via automated notifications.  
Better data quality for operational decision-making.  
Delivered by Microsoft Inner Circle Partner with ISO 27001 accreditation.  
Faster deployments using reusable gov360 templates.  
Lower total cost on the Microsoft platform.  
Future-ready foundation for additional council services.

# Guarantee Microsoft technology success

## *with HSO's gov360 Waste Management 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:

[HSO-UK-PublicSector@hso.com](mailto:HSO-UK-PublicSector@hso.com)

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



the results company