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G-Cloud 15:

Service Definition

Invuse Limited
2026



OpenGov Flows (OGF) is a secure, no-code AI platform that helps public sector teams connect systems, automate services and deliver faster outcomes.

Built on the open source Flowise framework, OGF acts as a central hub where teams can design, test and deploy intelligent automation using simple drag and drop tools. No deep technical skills are needed.

With reusable flows, built-in governance and full transparency, OGF gives councils and public bodies an easy way to unlock the benefits of AI while staying in control.



OpenGov Flows – Public Sector Automation, Integration and AI Platform

Description

OpenGov Flows is an open-source SaaS platform that centralises automation, integrations and AI-enabled workflows across the public sector digital estate. It provides a single, governed place to design, run and manage user journeys and operational processes, reducing duplication, improving consistency and delivering measurable time and cost savings.

Features

- Central platform for automation, integration and AI workflows
- Visual, no-code workflow and user journey builder
- Connects forms, systems, APIs, documents and data sources
- LLM-agnostic support for OpenAI, Bedrock, Copilot and others
- AI-enabled validation, triage and decision support
- End-to-end workflow orchestration across services
- Human-in-the-loop controls and approvals
- Full audit trails, logging and transparency
- Open-source architecture avoiding vendor lock-in
- Secure, subscription-based SaaS with ongoing updates

Benefits

- One central place to manage all automation and AI
- Avoids siloed tools and disconnected AI pilots
- Reduces manual effort across services and teams
- Saves time, cost and staff resource
- Improves consistency and quality of user journeys
- Enables safe, governed use of AI
- Measures automation effectiveness and efficiency gains
- Supports faster, evidence-based decisions
- Scales from small tasks to complex services
- Improves operational efficiency across the organisation

Our community: Solving Challenges Together

OpenGov Flows is rooted in real public sector needs, shaped by experience across government, health and local services. Inspired by LocalGov Drupal and other community-led initiatives, OGF is designed to help teams share, reuse and scale AI and automation to deliver better outcomes, faster.

Health



Department
of Health &
Social Care



Guy's and St Thomas'
NHS Foundation Trust



University Hospitals Sussex
NHS Foundation Trust

Cignpost
diagnostics

Central Government



Home Office



Department
for Work &
Pensions



Department
for Transport



Cabinet Office

Local Authorities



Essex County Council



Reading
Borough Council
Working better with you

Haringey
LONDON



MANCHESTER
CITY COUNCIL

Government Agencies

Office for
Budget
Responsibility

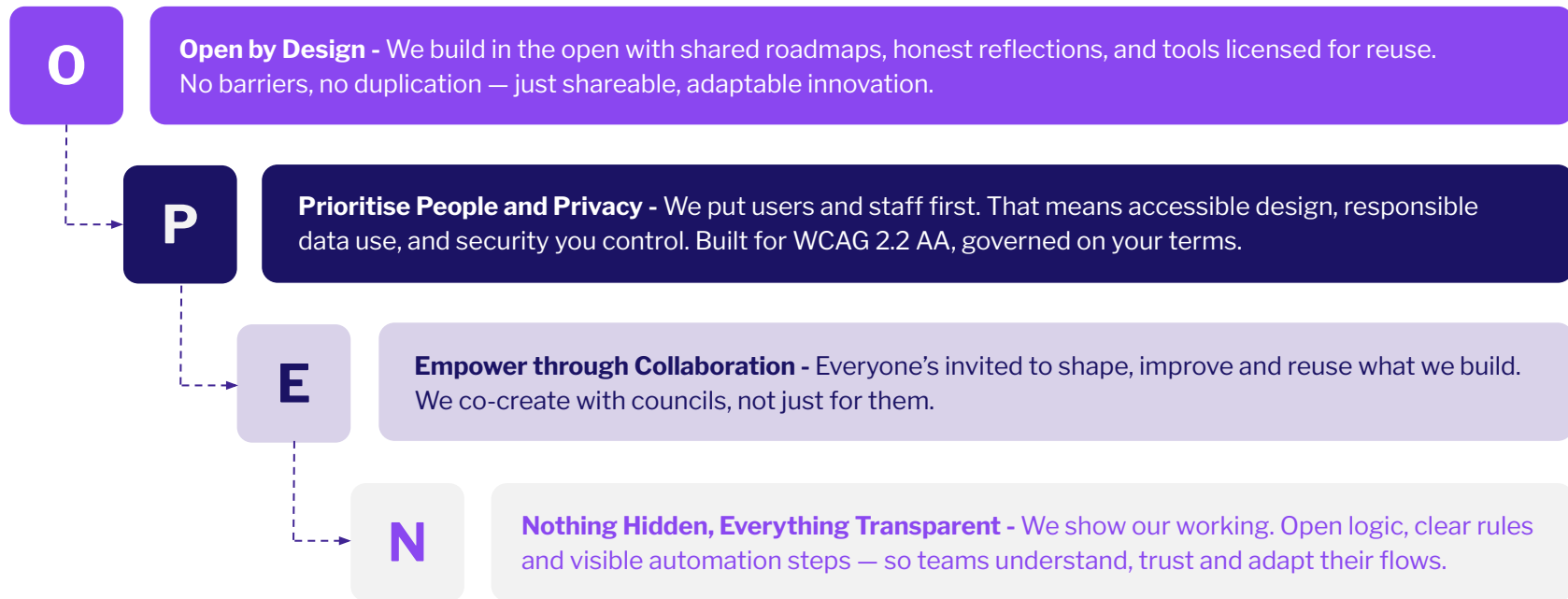


UK
Parliament

THE
NATIONAL
ARCHIVES

AHDB
AGRICULTURE & HORTICULTURE
DEVELOPMENT BOARD

Our community values



Common problem statements

“ We’re still handling too many services through paper, email or phone calls, but we don’t know what’s possible to automate or where to start.”

Service Lead

“ We know AI and automation could improve things, but we don’t have the internal skills or confidence to design and support it ourselves.”

IT Manager

“ Our systems don’t connect. Data is duplicated, siloed or locked away in documents, making it hard to automate anything end to end.”

Head of Digital

“ We’re concerned about the security, transparency and trust of AI tools, especially when it comes to public data and policies.”

Data Protection Officer



Features of OpenGov Flows

No Code Flow Builder



Create automated workflows using a simple drag and drop interface. No technical skills required.

Connect to Existing Systems & Data



Easily link to forms, APIs, databases and documents to build joined-up user journeys.

Customisable Logic & Decision Rules



Design flows that reflect your policies, processes and approval steps with full auditability.

Branded and Accessible Frontend



Tailor user-facing components using your organisation's branding and meet WCAG 2.2 standards.

Open Source & Community Led



Adopt flows built by others, share your own with the community, and work together to avoid reinventing the wheel.

Flexible Deployment Options



Use flows as standalone agents, website assistants or integrated automation for processes behind your services.

Benefits of OpenGov Flows

Save Money Through Shared Solutions



Solve common challenges once and reuse across teams to reduce duplication and cut development costs.

Join a Trusted Community



Collaborate with like-minded public sector teams and get access to a growing library of open-source AI and automation flows you can reuse and improve.

No Licensing Costs or Lock-In



Use and adapt OpenGov Flows without user limits, subscriptions or long-term contracts.

Faster Delivery, No Heavy Development



Get AI-powered tools live in days using no-code flows, even without an in-house dev team.

Scale At Your Own Pace



Start small, prove value and grow over time with full control, transparency and governance.

Work With Trusted Public Sector Experts



Get support from experienced delivery partners who understand your goals and how public sector teams work.

Before, during and after devolution

OpenGov Flows helps you discover, connect and reshape through every stage of the devolution process.

Before

Councils can't afford to stand still, even when reform plans are uncertain.

OpenGov Flows is a low-risk, high-return way to reduce admin and work smarter from day one.

Free up teams to focus on devolution planning by automating manual processes and connecting the systems already in place.

Pilot shared flows across councils by linking multiple instances of the same platforms through one AI-powered interface.

Show what's possible before formal consolidation begins.

During

Services must stay joined-up while systems and structures are still in flux.

OpenGov Flows bridges the gap while councils transition.

Connect multiple instances of the same systems, data sources and processes across merging authorities.

Access and act on information through one interface, automate key workflows, and deliver joined-up services.

Support staff, maintain continuity, and prepare for centralised delivery in a time of uncertainty.

After

Reform brings stability, but the need for smarter, scalable delivery never stops.

OpenGov Flows supports continuous improvement once new delivery models are in place.

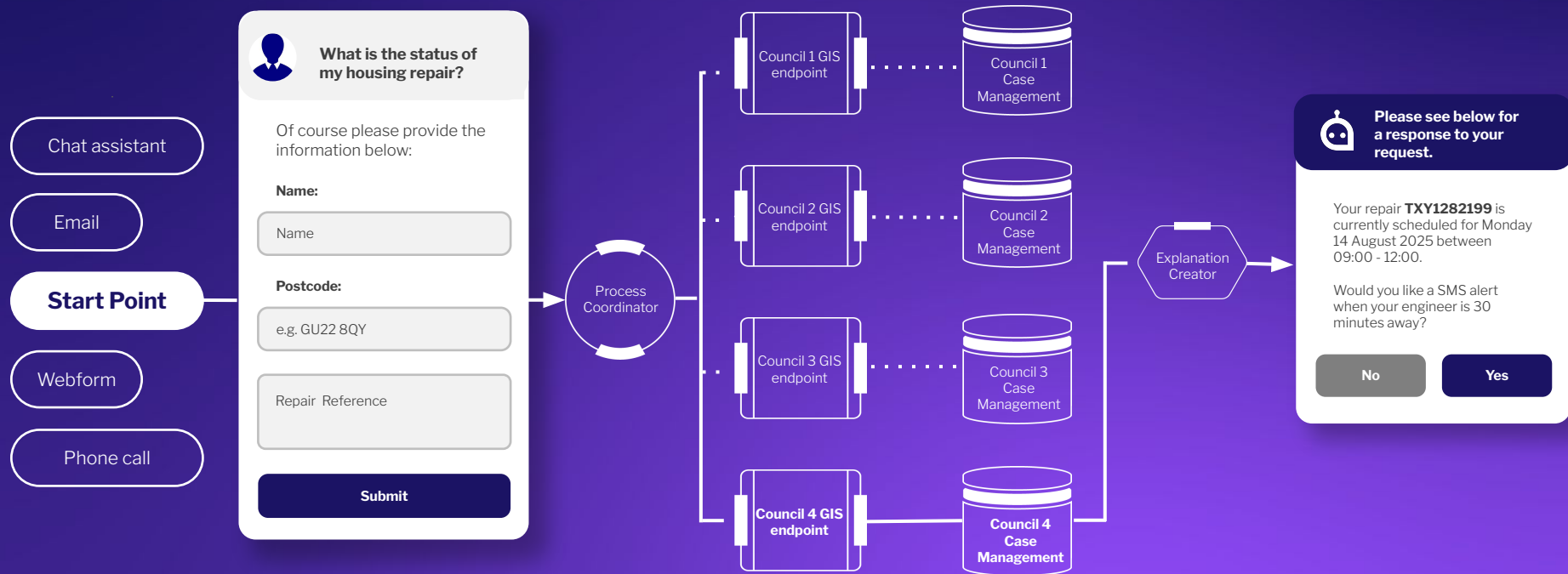
Adapt processes quickly, connect emerging systems, and respond to changing resident needs with ease.

Refine workflows, scale successful automations, and embed a culture of service innovation.

Empower newly formed authorities to improve, adapt and deliver consistently from day one.

LGR Example

OpenGov Flows helps councils during reorganisation by creating a joined-up experience for residents and staff, even when services run across multiple systems. It uses AI and automation to connect separate platforms, so residents get the same quality service.



Return on investment (ROI)

OGF helps cut development, licensing, and operational costs by scaling proven solutions across services.

Save up to £80,000 in Development Costs

Similar to other open source initiatives, OpenGov Flows helps councils save up to £80k by reusing shared components developed as part of the community.

£24,000 Saved Annually per Officer

A service desk officer handling 50 emails a day costs around £24k annually, which OpenGov Flows can cut significantly by automating common enquiries.

£500,000 in Long-Term Savings Annually

Open source initiatives like Open Referral UK and Open Digital Planning estimate £500k savings when scaled, a model OpenGov Flows builds on with reusable AI flows.

£120,000 Saved in Licence Duplication

During devolution, councils running the same CRMs or systems can save £40k to £120k annually by connecting them through OpenGov Flows instead of duplicating licences.

Return on investment (ROI)

OGF streamlines public sector delivery through automation that saves time and improves satisfaction.

£95,000 Saved per Automated Flow

Building custom AI workflows from scratch can cost around £95k, which OpenGov Flows avoids by providing a shared, no-code library of pre-built flows.

+18% Increase in Resident Satisfaction When Services Are Simplified

Residents report an average 18% increase in satisfaction when councils reduce steps and waiting times through digital self-service and automation.

40% Fewer Missed Appointments

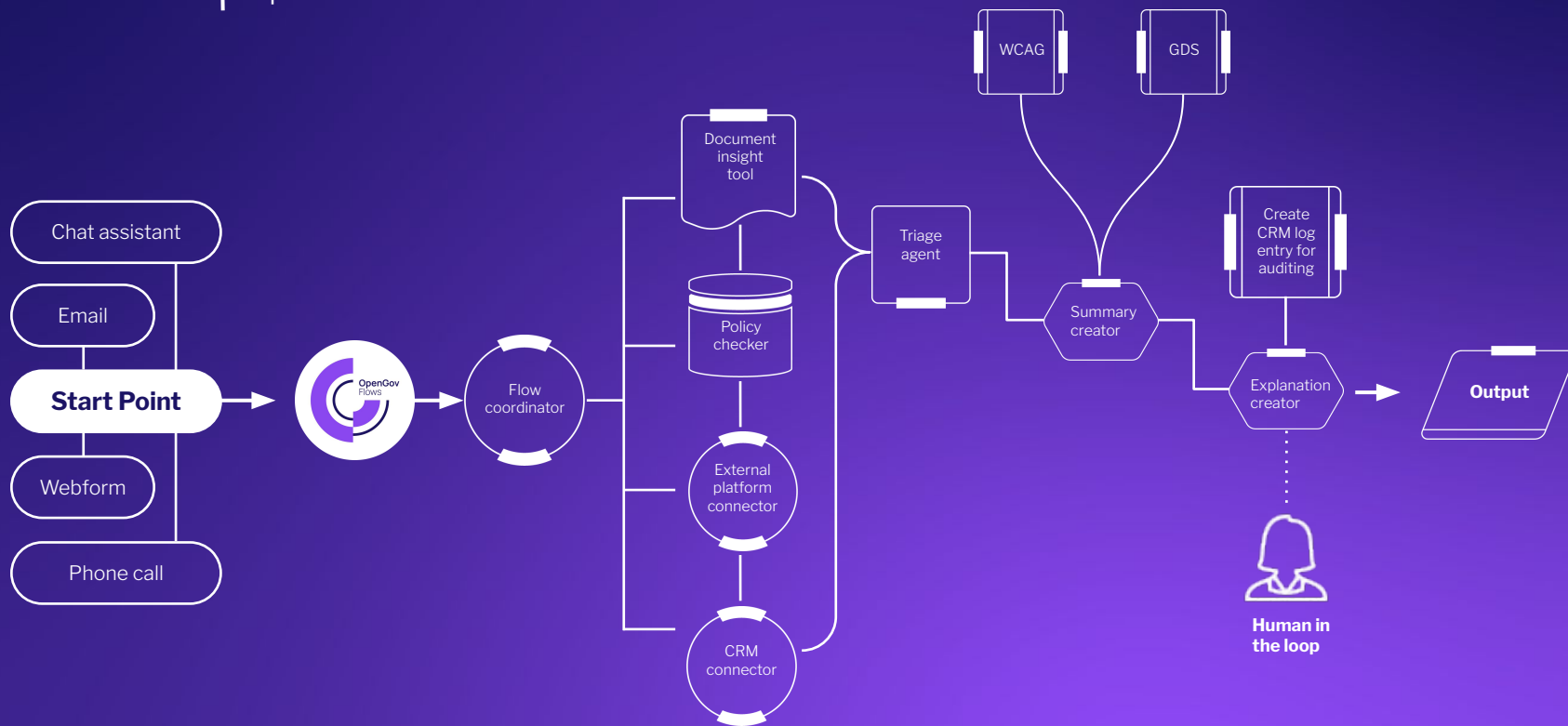
Councils and departments have reduced failed visits by 40% through process automation, a result OpenGov Flows can replicate with faster comms and smarter flows.

£30,330 Saved per High-Volume Call Handler

Call handlers answering 50 calls per day at 4 mins each spend over 3 hours daily on the phone — equivalent to £30,330 annually in staff time. OpenGov Flows reduces this by automating routine interactions.

Our offer

Discovery: We work with your teams, partners and users to understand your current services, map key processes and define a shared vision for intelligent automation using OpenGov Flows.



Technologies we specialise in



Development & Integration



Cloud & Infrastructure



AI & Automation



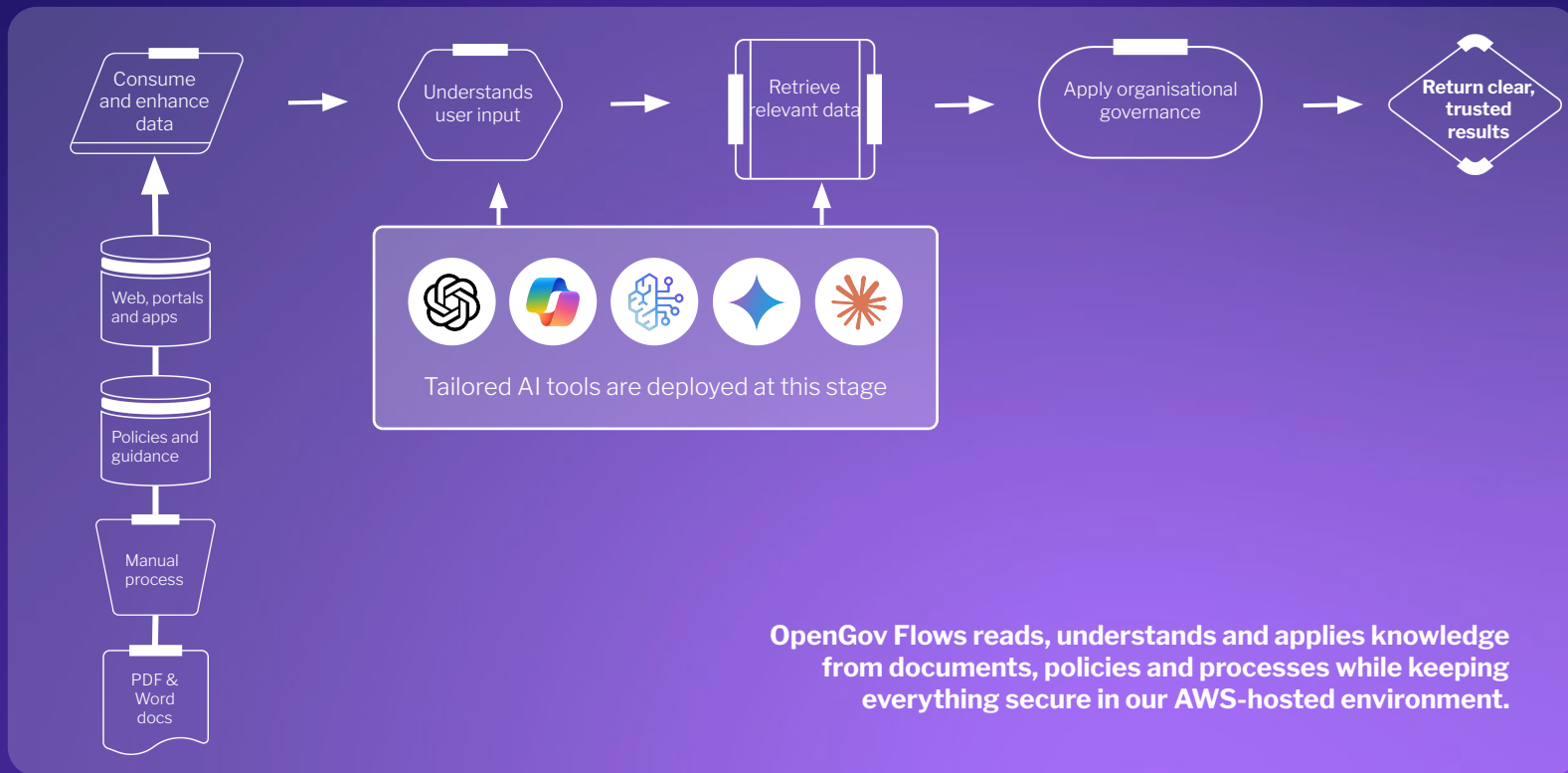
Microsoft Ecosystem



CMS & Web Development

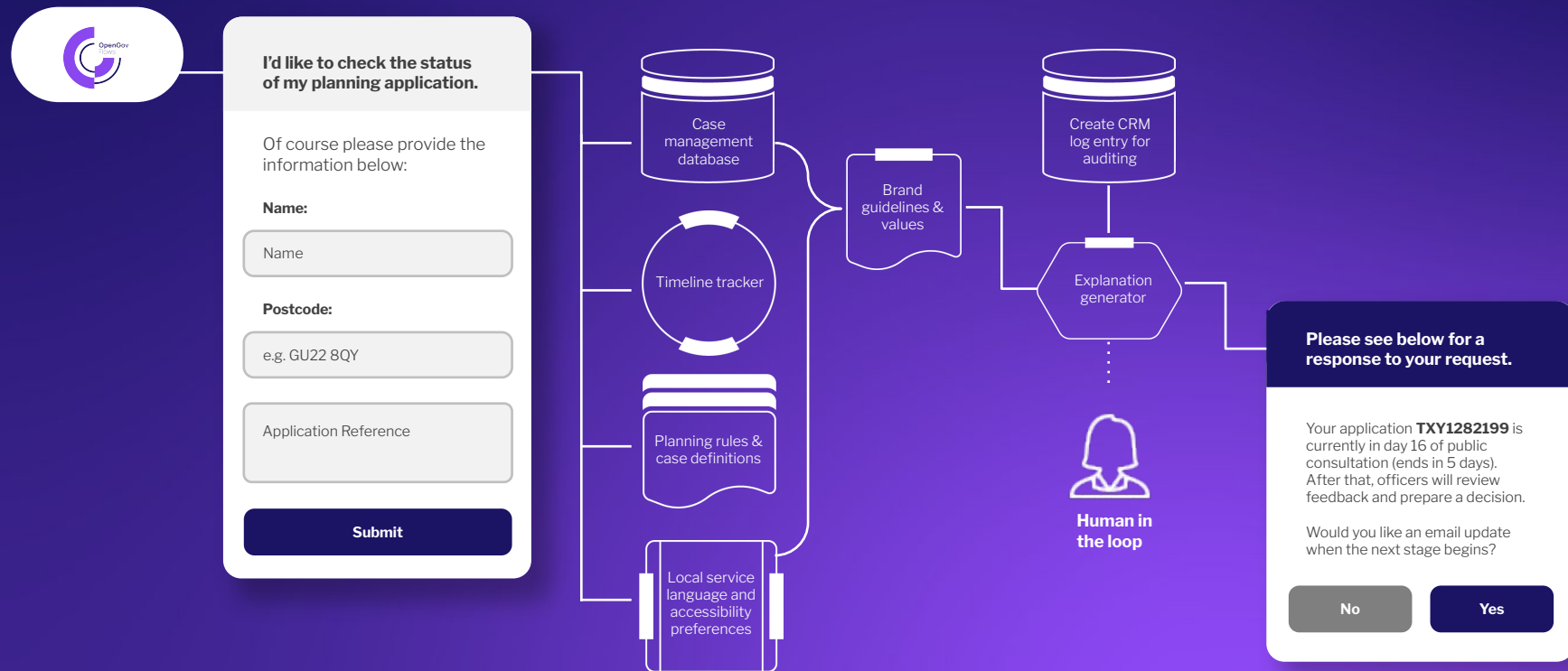
Our offer

Design: We design optimised flows that show how your services can be improved. You'll see each journey brought to life through proof-of-concept designs built around your real-world rules, systems and user needs.



Our offer

Build: We build production-ready flows using OpenGov Flows, integrating your systems, data and policies. All flows are tested with real users to ensure services are fast, inclusive and intuitive.



Our offer

Continuously Improve: We host your OpenGov Flows in secure AWS infrastructure. Our managed service includes monitoring, updates and support from a dedicated account manager and team focused on ongoing improvement.





Flexible Packages Built Around You

OpenGov Flows offers tailored packages to suit your stage of transformation. Every package includes discovery, design, build, hosting and continuous improvement. All packages are managed through our secure AWS-hosted infrastructure with a dedicated account manager and expert support team.

Core – from £1,904 per month

Designed for public sector teams who want to explore automation safely, reduce manual effort, and prove value quickly without major organisational change.

Secure, UK-hosted OpenGov Flows environment

Managed hosting, monitoring and routine maintenance

Secure storage, backups and disaster recovery

Standard security controls and vulnerability management

Up to 8 hour per month of support consultancy

Professional – from £2,451 per month

Built for organisations looking to connect systems, streamline delivery, and prepare for broader digital and AI-enabled transformation.

Production-grade OpenGov Flows environment

Fully managed hosting, monitoring and maintenance

Secure storage, backups and disaster recovery

Enhanced security monitoring and anomaly detection

Up to 16 hour per month of support consultancy

Enterprise – from £2,840 per month

Designed for organisations embedding automation and AI across departments, integrating with live systems and operating in regulated environments.

High-availability OpenGov Flows environment

Fully managed enterprise hosting and maintenance

Encrypted storage, nightly backups and disaster recovery

Advanced security monitoring, audit logging and assurance

Up to 16 hour per month of support consultancy

* Onboarding and implementation

Initial onboarding, discovery and setup are provided as a separate, one-off cost, scoped based on your specific needs, systems and level of complexity.



How to engage via G-Cloud 15



Contact Us

Buyers can contact Invuse to discuss requirements, confirm service suitability, or request further information related to services listed on G-Cloud 15.



Request a formal quotation

Pricing is provided in line with the published SFIA rate card and G-Cloud 15 terms. Final costs depend on scope, duration, and required SFIA levels.



Confirm service availability and suitability

Buyers can confirm service availability, applicable SFIA levels, and alignment with their requirements before placing an order via G-Cloud 15.



Place an order via G-Cloud

Contracts are awarded through the G-Cloud 15 framework using the buyer's standard call-off process.

Email Us

Book a Call

Visit Website