


# Service definition

## G-Cloud 15

## Open-source cloud hosting, maintenance and support

## Our focus is supporting local government and the public sector create and deliver better services using modern ways of working and leveraging technology for public good.



Our mission is to support transformation across the public sector, helping organisations create and deliver better services using modern technology and ways of working.

We are champions of open-source technology across the sector, and help facilitate the sharing of code, ideas and practices, to help local government deliver for citizens.

Our support helps public sector organisations drive digital transformation, improving services through cutting-edge technology and collaboration.

Our expertise in open technology tools, digital strategy, human-centred design, and data-driven decision making, empowers public sector teams to innovate with confidence and deliver long-term impact.

# Technology for public good.

# Open source cloud hosting, maintenance and support

Our approach is centred on supporting open-source, collective solutions that address common operational challenges across local government service areas and indeed central government, and improve interoperability between local government, central government and the third sector.

Open-source, collaborative solutions have the potential to improve service delivery and reduce costs right across local and central government across services such as social services, planning, environmental health, licensing, revenues and income management.

We deliver these solutions as fully managed services, including implementation, hosting and ongoing support. We work closely with service, finance and IT teams to ensure smooth onboarding, secure operation and continuous optimisation throughout the lifecycle of the service.

## Configuration and Implementation

Support with the implementation of solutions including supporting iterative implementations to phase out legacy systems with minimal disruption, or support gradual post-LGR transformation.

## Bespoke Development, Configuration and Customisation

We provide bespoke development and customisation services for open-source software to meet the specific operational, technical and policy requirements of local authorities. Our approach enables councils to adapt and extend shared platforms without creating vendor lock-in, while retaining the benefits of a common, reusable codebase.

We work collaboratively with service, digital and IT teams to design and deliver enhancements that align with local processes, statutory obligations and user needs. This includes configuration, feature development, user interface improvements and workflow automation tailored to individual organisational requirements. services such as planning, environmental health, licensing or revenues and income management.

Where appropriate, bespoke developments are designed to be reusable and contributable back to the open-source project, allowing councils to benefit from collective investment and ongoing community improvement.

## Integrations

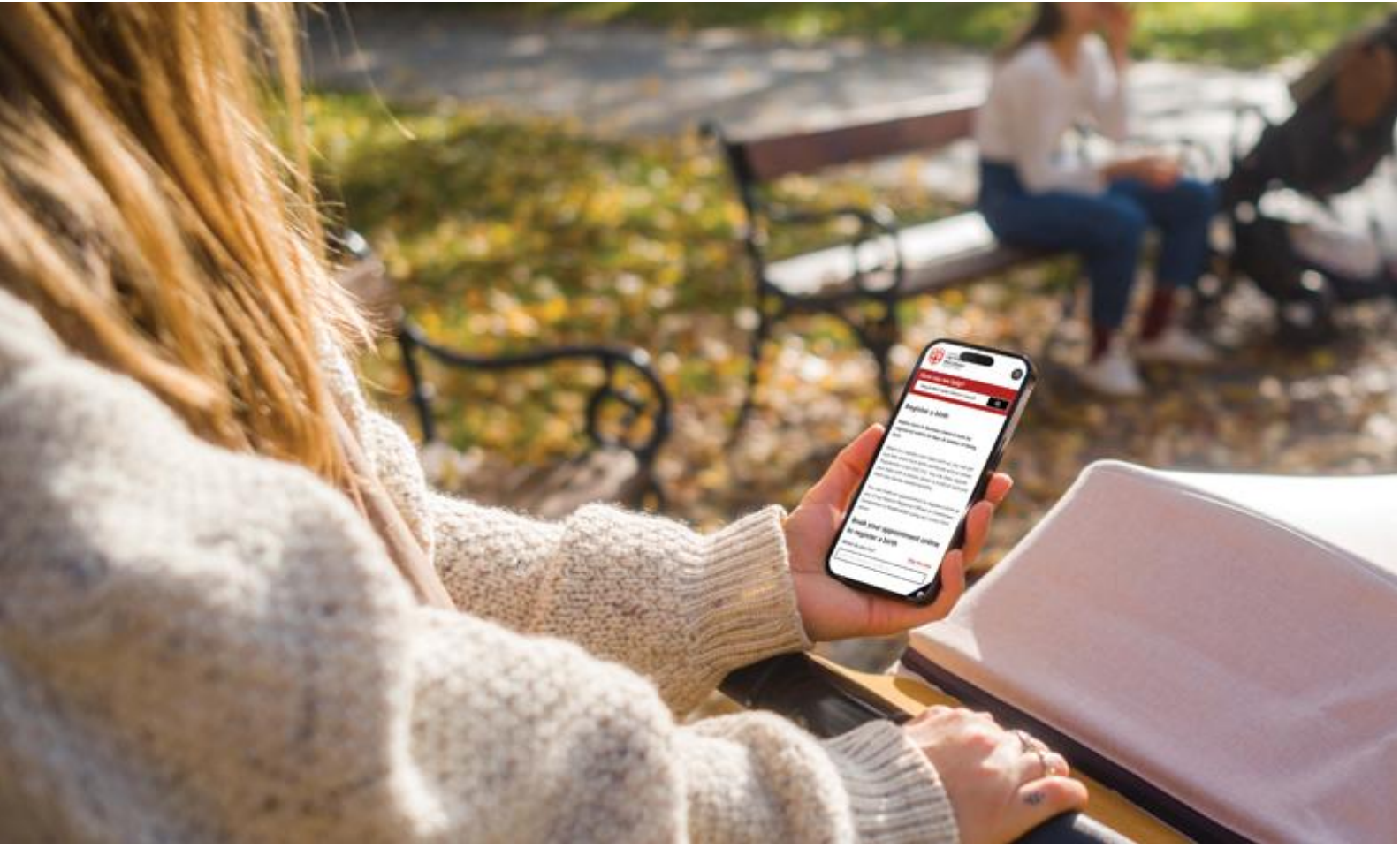
We design and deliver integrations with existing systems, databases and third-party APIs to enable seamless data exchange and interoperability across the local authority estate (for example, line-of-business systems, finance platforms, GIS and national services).

## Reporting and Dashboarding

Provision of reporting and dashboarding with income data, combining data from your core business systems in one accessible place. Enabling you to gain a clear picture on income breakdowns by fund code and method of payment.

## Training and Knowledge Transfer

Provision of training sessions for staff to maximise the benefits of any new systems processes or workflows to improve back office efficiency and service delivery.



# Technology for public good.

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# Additional services

## Technology strategy

We provide clear, compelling strategies and action plans, articulated in simple language, to aid clients in planning and executing cloud-based operations.



## Service redesign

We can help you redesign services in preparation to moving to cloud-based solutions and make savings without compromising on the quality of user experience.



## Formulating business cases

We assist clients in crafting and delivering persuasive business cases to obtain funding for cloud-based IT solutions.



## Expert project management

Expert project management Our consultants possess expertise in Agile, PRINCE2, Lean, and Service Design methodologies, ensuring efficient project execution.




# Contact us

hello@tailwinddigital.io
www.tailwinddigital.io