



Service overview

Skyflo Digital provides implementation services, data management, and managed services support to help public sector organisations design, deliver, and operate secure, scalable cloud-based digital platforms. Our services are platform-led, with deep expertise across Salesforce products, AWS cloud services, and applied AI. We support organisations from initial discovery through implementation, transition into live service, and ongoing business-as-usual support.

Implementation services

We provide end-to-end implementation services across Salesforce and cloud-based solutions. This includes discovery and requirements analysis, solution and data architecture, platform configuration, integration design, testing, deployment, and release management. Our Salesforce experience spans Public Sector Solutions, Service Cloud, Sales Cloud, Experience Cloud, Data Cloud and Agentforce (including Agentforce Voice), enabling case management, digital front doors, automation, analytics, and AI-enabled workflows.

Where required, we design and deliver integrations using MuleSoft and cloud-native patterns, including AWS-hosted services, APIs, secure data exchange, and event-driven architectures. Delivery can follow agile, hybrid, or waterfall methodologies and aligns with existing governance and assurance frameworks.

Data management services

Our data management services ensure data is accurate, secure, and fit for operational, analytical, and statutory use. We provide data modelling, data quality assessment, cleansing, migration, validation, and reconciliation across legacy systems, Salesforce platforms, and AWS-hosted data services. We design data

structures that support reporting, analytics, and AI use cases, including integration with Salesforce Data Cloud. Ongoing data governance support includes data standards, controls, documentation, and audit support.

AI and automation

Skyflo Digital supports the responsible adoption of AI and automation using Salesforce Agentforce and complementary cloud services. We design AI-enabled workflows for case handling, data capture, summarisation, and decision support, ensuring appropriate controls, transparency, and human oversight. AI solutions are implemented in line with platform trust layers, data protection requirements, and organisational governance models.

Managed services and support

Services can be delivered as project-based implementation or transitioned into a managed service. Skyflo Digital provides ongoing managed services to support the stability, performance, and continuous improvement of Salesforce and cloud platforms. Managed services include incident management, service requests, minor configuration changes, release support, and proactive platform monitoring. Support is delivered through a structured service desk with defined service levels, escalation processes, regular reporting, and service reviews.

Onboarding and offboarding

Skyflo Digital provides structured onboarding to ensure a smooth start to service delivery, including confirmation of scope, access setup, service desk configuration, documentation review, and knowledge transfer. Offboarding is managed in a controlled and auditable manner, including handover documentation, access revocation, and transition support.

Service constraints and dependencies

Service delivery depends on timely access to systems, data, stakeholders, and third-party suppliers. Work outside agreed scope, including large-scale development or transformation activity, is delivered through formal change control or a separate statement of work.

Security and compliance

All services are delivered in line with UK public sector security standards and GDPR. Personnel can be screened to recognised industry standards, including BS 7858, where required. Delivery supports auditability, secure access controls, and compliance with client assurance requirements.

Pricing model

Services are available on a time-and-materials basis, fixed-price delivery, or as a managed service with predictable recurring costs. Pricing is transparent, scalable, and aligned with G-Cloud requirements.