



Service definition

Public sector & digital transformation specialists

Who we **are**

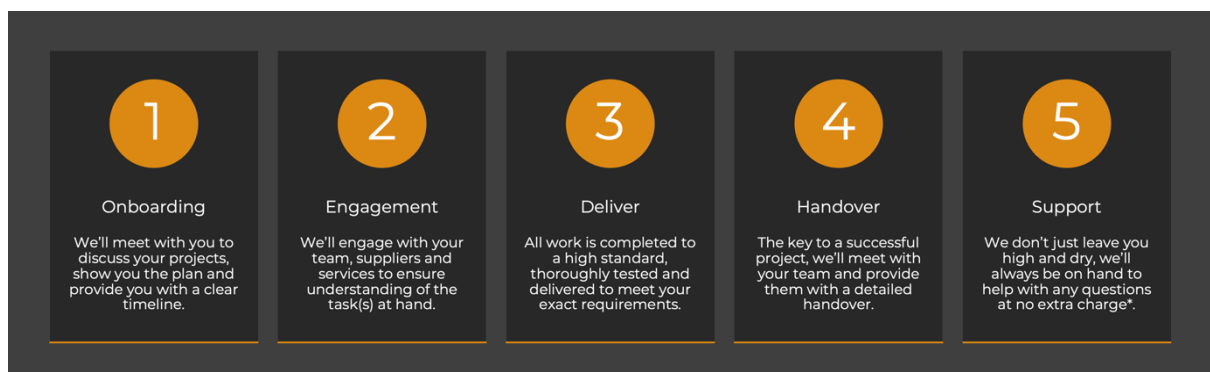
We help the public sector build and transform their services using a combination of new and existing technology. We provide a range of services that are cost effective, well delivered and produce consistent results whatever the requirements.

About us



- Founded in **2023**
- Working with **20+** different cloud platforms and technologies
- **15+** years combined team experience
- Vast experience in **cloud** services such as AWS & Azure and other CRM platforms such as Netcall Liberty Create
- Microsoft **ISV** partner
- Worked with **25** different local authorities using the govService platform
- Developing custom addons to the platform to further enhance customer experience and speed up development

Our **process**



Our **services**

Training

We offer a variety of training packages, which can be tailored to suit your requirements. Our training services include:

- Platform basics
- Integrations (DBs, REST / SOAP APIs, Sharepoint, etc)
- Styling & configuration demonstrations
- End user training (e.g. staff or suppliers)

Support

We can help your team on a recurring or ad-hoc basis, whatever suits you best. Our support services include:

- Consistent point of contact who understands your organisation
- Help to solve technical issues
- Technical investigation & reporting for logging with main vendor support

Integrations

We've integrated into a variety of systems including Northgate, Alloy, Civica, Whitespace, Bartec and more. Our integrations services include:

- Database management and setup for various processes
- REST & SOAP API integrations
- Utilising middleware such as Power Platform to allow complex system integrations

Implementation

We can provide you with guidance on how best to utilise the platform and extract the most value. Our implementation services include:

- Providing a well-defined set of standards for your team to adopt
- Exploring all business use cases for the system
- Setup of the platform to your needs, following best practice

Development

We've created a wide variety of processes with complex workflows for several use cases. Our development services include:

- Single and multi-stage process creation with varying workflow complexity
- Complex form creation with subforms, custom Javascript, integrations and more
- Using workflows to manage other processes and data in the system, as opposed to just for case management

Design

We offer a range of design services to style both customer and staff portals using the latest in web technologies. Our design services include:

- Wireframing
- Design mirroring from main website
- Full portal redesign
- GDS forms styling
- Smart widgets, pulling personalised data from systems for authenticated users

Service definitions

We offer a range of services with highly competitive pricing. Across the board, our team of experts all specialise in the Granicus govService platform, combining a wealth of public and private sector knowledge with a rich, digital portfolio of skills.

We aim to provide the public sector with industry leading consulting, which is both cost-effective for the taxpayer and produces consistent results, time after time.

govService Development

Available on contract, ad-hoc and fixed packages.

If you require additional development resource in your organisation, we offer two tiers of development for the govService platform. The first tier covers both basic and complex forms development and basic integrations, the second tier includes this plus complex third-party API integrations.

All our consultants are experienced in all areas of the platform including (but not limited to): the Customer Portal (Self), Staff Portal (Dash), Customer Service Hub (Service) and Service Designer (Forms). We also cover platform features such as Permissions Manager, Integrations Manager, CaseViewer, Realtime Reporting and custom theming.

govService Advise

Available on contract, ad-hoc and fixed packages.

If you have recently procured and setup the govService platform and are looking to hit the ground running, we can offer a tailored package for your organisation. Even if you've had the platform for a while – we can help.

We can supply you with best practices, development standards and key points for your journey on using the platform to meet your digital transformation needs.

The advise service is best fit for organisations looking for general guidance, strategy and process design for their govService platform implementation. We can help with many different areas.

govService Support

Available ad-hoc with optional retainer.

If you require general support and assistance, we can offer comprehensive support on an ad-hoc basis to cover varying levels of development, general support, guidance or additional service implementation.

We can tailor a support package to cover projects such as environment clean-ups, platform training, troubleshooting or light development. We can provide a main point of contact so that you know you are dealing with the same consultant each time you draw down on any ad-hoc days.