



DIGIOVATIONS
INNOVATE - TRANSFORM

MICROSOFT 365 & POWER PLATFORM DIGITAL WORKPLACE INNOVATION

SUPERCHARGING PUBLIC SERVICE DELIVERY



INTRODUCTION

We are Digioventions, a company that specialises in digital workplace innovation using Microsoft's Power Platform and Microsoft 365 technology platforms. We harness the power of low-code solutions such as Power Apps, Power Automate, Power BI, and Power Virtual Agents to create custom applications that meet the needs of our clients.

Microsoft 365 and Power Platform jointly provide a robust productivity toolbox which enables us to rapidly design, build, and deploy tailor-made line of business solutions, seamlessly aligned with your unique requirements.

We are a Microsoft cloud first partner, underpinning this partnership we ensure that all our staff are all Microsoft certified professionals.

Cyber essentials certified; we are committed to providing high-quality, secure, and scalable solutions that empower the public sector to work smarter and faster

So, whether it is streamlining processes, automating business operations, or enhancing collaboration, we help our clients leverage the power of modern digital cloud platforms to achieve their goals.



EVER INCREASING DEMAND ON PUBLIC SERVICES

Manual Data Entry and Repetitive Tasks

Manual data entry and repetitive tasks waste time, money, and resources for the Public Sector. They also cause errors and delays that affect service quality. Our solutions automate these tasks, so staff can focus on more valuable and meaningful work.

Inefficient and Complex Legacy Systems

Complex and outdated legacy systems hold back the Public Sector. They are expensive, inflexible, and isolated. They prevent smooth and efficient service delivery. Our bespoke solutions are designed to support your services with a user centric design approach from the outset.

Inconsistency in Service Delivery

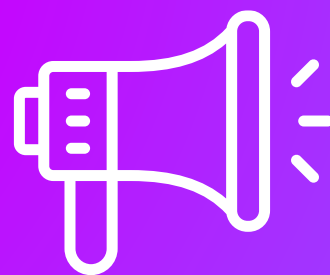
Public sector services are often underpinned unreliable technology with Citizens facing delays in service delivery. This is often due to inconsistency in handling of cases; applications or clinical pathways. Our rapid solution delivery approach enables services to enhance productivity through automation and innovation.

Demand for Integrated Services

Demand is increasing for integrated services across government departments, for tasks such as tax payments, licensing, and benefit applications. Each carries an expectation of seamless information sharing to reduce data redundancy and enhance service delivery via streamlined, efficient digital transactions. Our open data solutions enable data sharing through industry standard approaches

Individual Needs and Preferences

Citizens want personalised and user-centric services that suit their needs and preferences, accessible to suit them. They expect adaptable and responsive services. They also increasingly demand transparent, and effective customer support through digital channels. Our bespoke solutions support the delivery of relevant information to the public sector workforce to meet these needs.



THE SOLUTION: WORKPLACE INNOVATION THROUGH AUTOMATION

01

MANUAL DATA ENTRY AND REPETITIVE TASKS

Many public sector processes are based on manual data entry and completion of repetitive tasks which cause inefficiencies and errors. These tasks consume valuable time and resources and reduce employee satisfaction. Power Platform and Microsoft 365 offer a powerful solution development framework to automate and streamline these processes, enhancing accuracy and productivity.

02

INEFFICIENT AND COMPLEX LEGACY SYSTEMS

Outdated and inflexible legacy systems are costly to maintain, lack integration capabilities, and make it difficult to adapt to new technologies or policy changes. They also result in information silos, affecting service quality and coordination. Power Platform and Microsoft 365 offer powerful solutions to modernize and simplify these systems, enhancing agility and scalability.

03

LEGACY PROCESS = SERVICE DELIVERY INCONSISTENCIES

Legacy processes cause citizen interactions with government agencies to vary significantly, causing frustration and inefficiencies. These inconsistencies can result from differences in how staff process cases, applications, or clinical pathways. Power Platform and Microsoft 365 offer powerful solutions to standardize and improve service delivery, enhancing citizen satisfaction and trust.

CREATING MODERN WORKPLACE CAPACITY



DISCOVERY

In the Discovery phase, we lay the groundwork for success. Our team engages with operational stakeholders to thoroughly understand their unique challenges and requirements. We conduct workshops, interviews, and analysis to identify the core needs that our solution must address. This phase is all about exploring possibilities and setting clear objectives for the journey ahead.



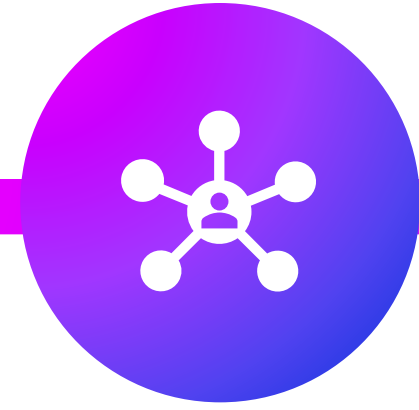
ALPHA

Transitioning to the Alpha phase, we begin to shape these insights into a tangible prototype. Utilising Microsoft's M365 & Power Platform's versatility, we create a functional model that demonstrates key features and workflows. This is where we test our hypotheses, iterate rapidly, and refine our vision based on real user feedback, ensuring that we're on the right track to meet the user identified requirements.



BETA

As we enter the Beta phase, our prototype evolves into a fully-fledged solution. We expand our user testing, incorporate more complex scenarios, and start to look at the broader integration within the existing operational ecosystem. Our focus is on robustness, scalability, and security, ensuring that our new solution not only meets but exceeds the stringent security and deployment standards required for successful delivery.



LIVE

Finally, in the Live phase, we deploy our solution into the real world. But our journey doesn't end here; it's just the beginning. We continue to support, monitor, and enhance our offering, driven by ongoing user feedback and the ever-changing landscape of operational productivity solutions. Our goal is to ensure that our solution remains cutting-edge, delivering continuous value and driving positive change.

SCALEABLE SOLUTIONS FOR EVERY SIZE



EMPOWERING DEPARTMENTS BIG AND SMALL

In the public sector, where departments range from the vast corridors of central government to the intimate offices of local councils, the need for digital innovation is universal. Our approach to digital transformation is designed to be as dynamic and diverse as the public sector itself.



INNOVATION WITHOUT BOUNDARIES

Our commitment is to foster a culture of innovation that transcends departmental boundaries. By leveraging the Power Platform, we enable every public sector entity to harness the power of automation, analytics, and artificial intelligence. This means better outcomes for the public and a more rewarding work environment for your team.



FLEXIBLE FRAMEWORKS FOR LOCALISED NEEDS

So, whether it's a small team dedicated to community projects or a large department handling national programs, our solutions are tailored to fit. We understand that the size of the department does not dictate the scale of its ambitions or the complexity of its challenges. That's why our digital workplace innovations are built to scale, ensuring that no matter the size of your department, our technology grows with you.



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