



Transform Cloud Custom Case Management Service Design and Delivery

G-cloud – Service definition deck

Who we are.

We are Consultants & Builders

Who work across the **public and private sectors to solve organisational challenges**, design solutions and build digital services – working for clients like Department for Education, IKEA, Ministry of Justice and Local Government.

We work with you from problem statement to go-live. We don't hand off until the job is done, and **your people are ready.**

We are Transformation Partners

Who help our clients navigate change through consultancy, design, data & technology services, meeting them where they are to **turn knotty problems into elegant solutions** with maximum efficiency and impact.

Our people care about delivering the right things in the right ways. **We're all in.**

We are Thinkers & Doers

Who work out **what needs doing and does it**—simple as that. Our strategic thinking is better because we understand what delivery looks like, and our delivery is better because we stay aligned with the strategy and outcomes.

A can-do attitude backed by a why-do ethos.

Cloud Custom Case Management Service Design and Delivery.

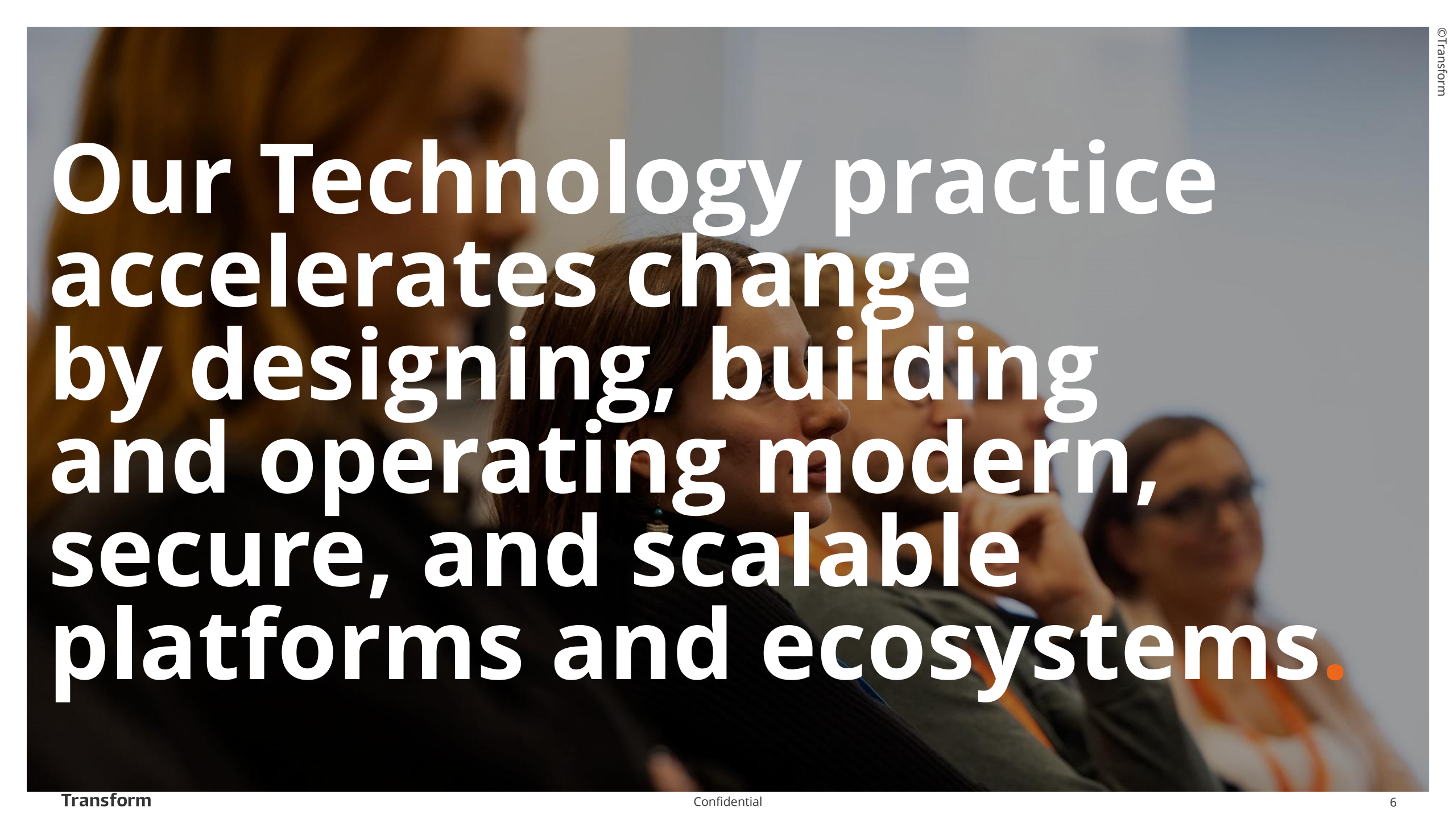
DevOps Evaluation, Set-up and Delivery service helping government teams modernise software delivery. We assess existing pipelines, environments, skills and ways of working, then design target DevOps models, toolchains and guardrails. We implement CI/CD, automated testing and infrastructure-as-code, embedding observability, security and coaching to build sustainable internal capability.

Service Features.

- Cloud-native case management tailored to departmental policies and workflows.
- Supports complex, long-running and multi-stage case lifecycles and reviews.
- Rules-based routing, work allocation and escalation across multiple teams.
- Integrated robotic process automation for repetitive tasks and data processing.
- Multichannel data ingest from forms, email, APIs and legacy systems.
- Configurable case views, dashboards and reporting for different user roles.
- Secure-by-design architecture meeting government security and privacy requirements.
- Integration with line-of-business systems, document stores and data platforms.
- Support for workflow versioning, audit trails and evidence management.

Service Benefits.

- Faster case processing times through automation, routing and streamlined workflows.
- Improved service quality and consistency for citizens and staff.
- Reduced manual effort and rekeying across complex, multi-party cases.
- Better visibility of case status, bottlenecks and performance trends.
- Enhanced compliance with policies, audit requirements and regulatory standards.
- Easier adaptation to policy changes via configurable workflows and rules.
- Increased resilience and scalability using modern, cloud-native platform architectures.
- Better use of data for insight, forecasting and resource planning.
- Reduced implementation risk through iterative, user-centred design and testing.
- Stronger collaboration across departments through shared, integrated casework platforms.



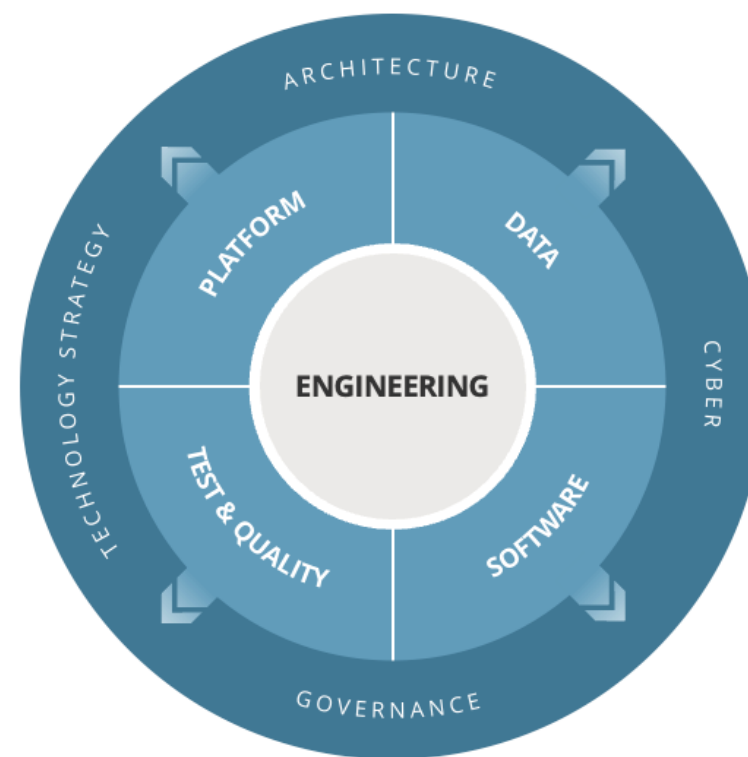
**Our Technology practice
accelerates change
by designing, building
and operating modern,
secure, and scalable
platforms and ecosystems.**

Engineering **anchored** in architecture

Our Technology practice straddle strategy and delivery - **setting the framework** for architecture, security and governance whilst engineering the services and solutions that deliver impact.

We are pragmatists at heart - **combining deep expertise with real-world experience**. We work *with* our customers to build and deliver iterative outcomes.

We believe in *partnerships over dependance*, **working in the open alongside our clients to transfer knowledge and upskill teams**, allowing you to keep the change of transformation.



How we **transform** technology

We make sure a business's digital capabilities match its goals. We look at its current digital state and plan how to get it to where it needs to be. We look at their cloud data, people, processes, technology, and suppliers.

**Tech
strategy**

Aligning business strategy with technology, processes, and people. We unify departments with 1 digital language. And help clients make sense of complex digital environments. Basically, we solve knotty technical problems where there is no blueprint!

Architecture

The end-to-end delivery of digital products covering design, development, testing, and delivery into production.

Can also cover in-service support and further enhancements.

**Digital
product**

Planning, constructing, and deploying data management and operations frameworks within a company. From collection and storage, to processing and end users, we do everything data.

**Data
engineering**

Evaluation of the current security posture of a system or systems and the supporting delivery processes and advice on how to improve it inline with best practice or to achieve a specific security compliance

**Security
assessment**

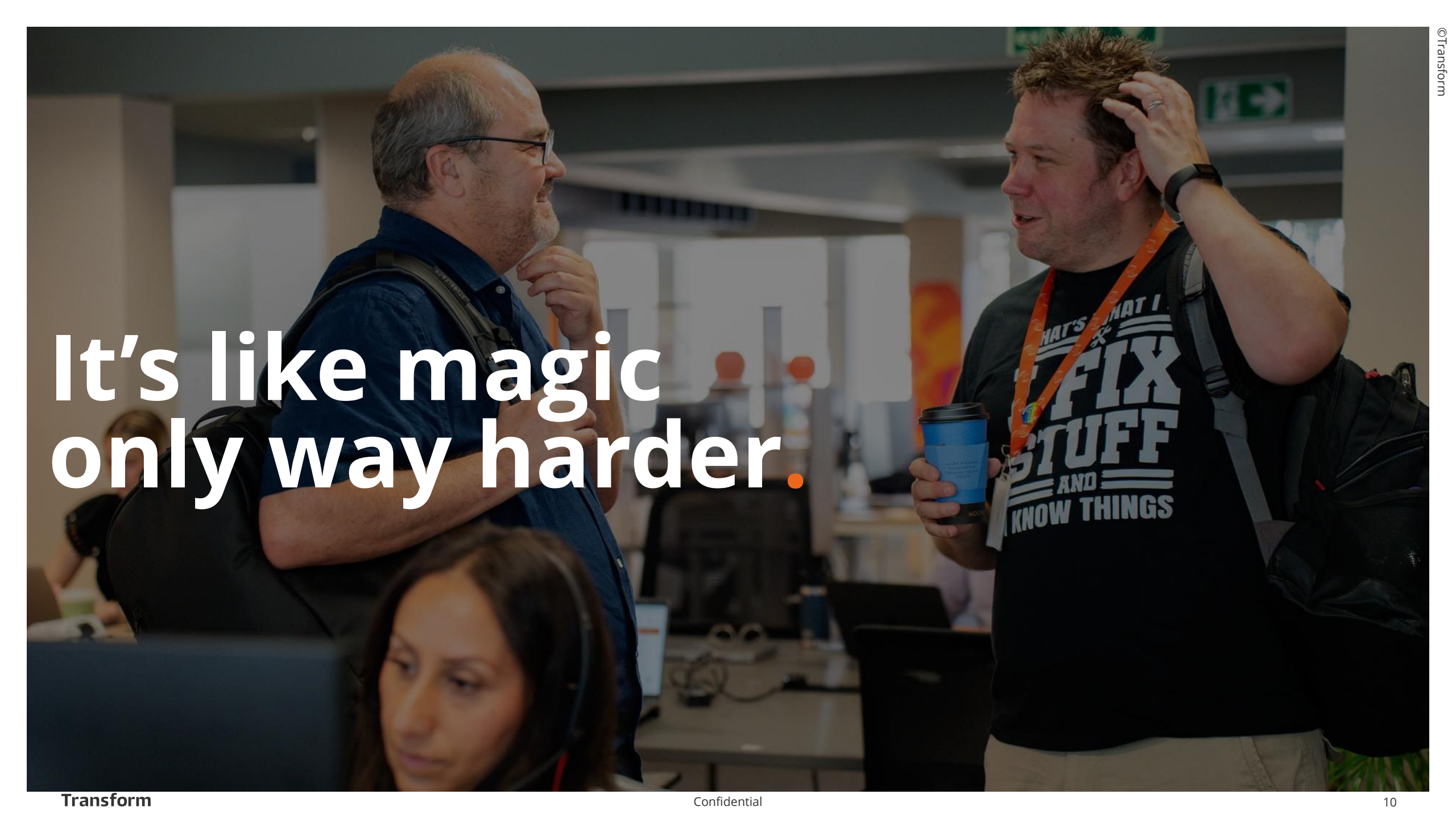
Operational, moral and legal data management - ensuring responsible, secure data handling. Also aligning to standards such as GDPR, DPA, and data privacy and consent management.

Governance

It ain't what you do it's the way you do it...

- **Secure by design** - Dev Sec Ops starts with strategy
- **Green engineering** - architecting and building to maximise net-zero sustainability impact
- **Agile delivery** - iterative delivery with laser focus on impact and outcome
- **Platform & vendor agnostic** - no reseller agreements influence our recommendations





It's like magic
only way harder.

A kingfisher bird is shown in flight, its wings spread wide, against a dark green background filled with numerous small, white water droplets. The bird has a blue head, a long, sharp beak, and a brown body. The text 'napac' is overlaid on the left side of the image.

napac

**Helping charities
provide a better
service through
connected data**

Helping charities provide a **better service** through connected data

Centralising NAPAC's data and streamlining their systems, so they can expand support and drive positive change for survivors of abuse

Around 8.5 million people have experienced some kind of abuse in their lives, according to the Office of National Statistics report in 2020. That's about 1 in 5 people between the ages of 18 and 74. But only 4% resulted in charges. For NAPAC (the National Association for People Abused in Childhood) the ideal is a world where no child experiences abuse, but until then, they want to ensure that everyone affected by childhood abuse has access to support.

The challenge:

NAPAC provide free telephone and email support for adult survivors of child abuse. Each year they train thousands of professionals in trauma-informed care and support, and conduct research and advocacy to inform policy and practices, supporting 90,000 people in 2023, including 10,000 by phone and email.

But there were problems:

- NAPAC needed help filling in the gaps, with only 1 in 8 children who are sexually abused are known to the police, and NAPAC wants all survivors to be able to access support, regardless if they have reported the offence to the authorities.

- Data was collected on excel spreadsheets, but none of the data was connected
- Required scripting capabilities for their virtual contact centre

NAPAC needed help centralising and streamlining their data system, so they could expand the support they provide and drive positive change for the survivors of abuse.

The solution:

To give NAPAC a helping hand in their important mission, Transform:

- Conducted as-is and to-be discovery to work out where the data was coming from and how it could be better used
- Organised free Microsoft Azure hosting credits to set up a data platform
- Organised free Google Cloud credits to cover some advertising costs and allow analytics access

The results:

- Created a centralised dashboard with better analytical detail to support NAPAC's advocacy, helping partners like the MOJ and policing improve abuse prevention and support survivors
- Set up a Cloud environment, data pipelines and an open data management architecture linking all online behaviours together.

“The Transform team are remarkable people. It's not just the breadth and depth of their technical knowledge and industry experience, but their insight, adaptability, and vision.”

Kim Bond, Head of Development





Home Office

Helping travellers breeze through border control.

Helping travellers breeze through border control

How the Home Office made traveling into the UK a smoother experience.

Border control can be one of the most tiresome parts of a journey, especially after a long, international flight. To fast-track tired travellers, the Home Office needed a digital system that would speed up entry at passport control — all while upholding the necessary security measures. We helped shorten queues at the nation's entry points and make the passenger experience less strenuous.

Reducing wait times at airports and train stations

We developed a membership service that enables faster entry into the UK, without the need to fill out a landing card, undergo interviews, or have fingerprints taken.

Digital passport renewal

In an effort to make every process with visas and immigration easier, we also helped the Home Office put a new digital service in place that would allow British passport holders to renew their passport online.

Solution design

to prototype a scalable digital system for the registered traveller membership service.

UX design

to make the registered traveller application process intuitive for travellers around the world.

DevOps

to continuously iterate and update the product as the Home Office and its needs develop.

20 countries

The service was released to 5 countries in its first year, 20 the following year.

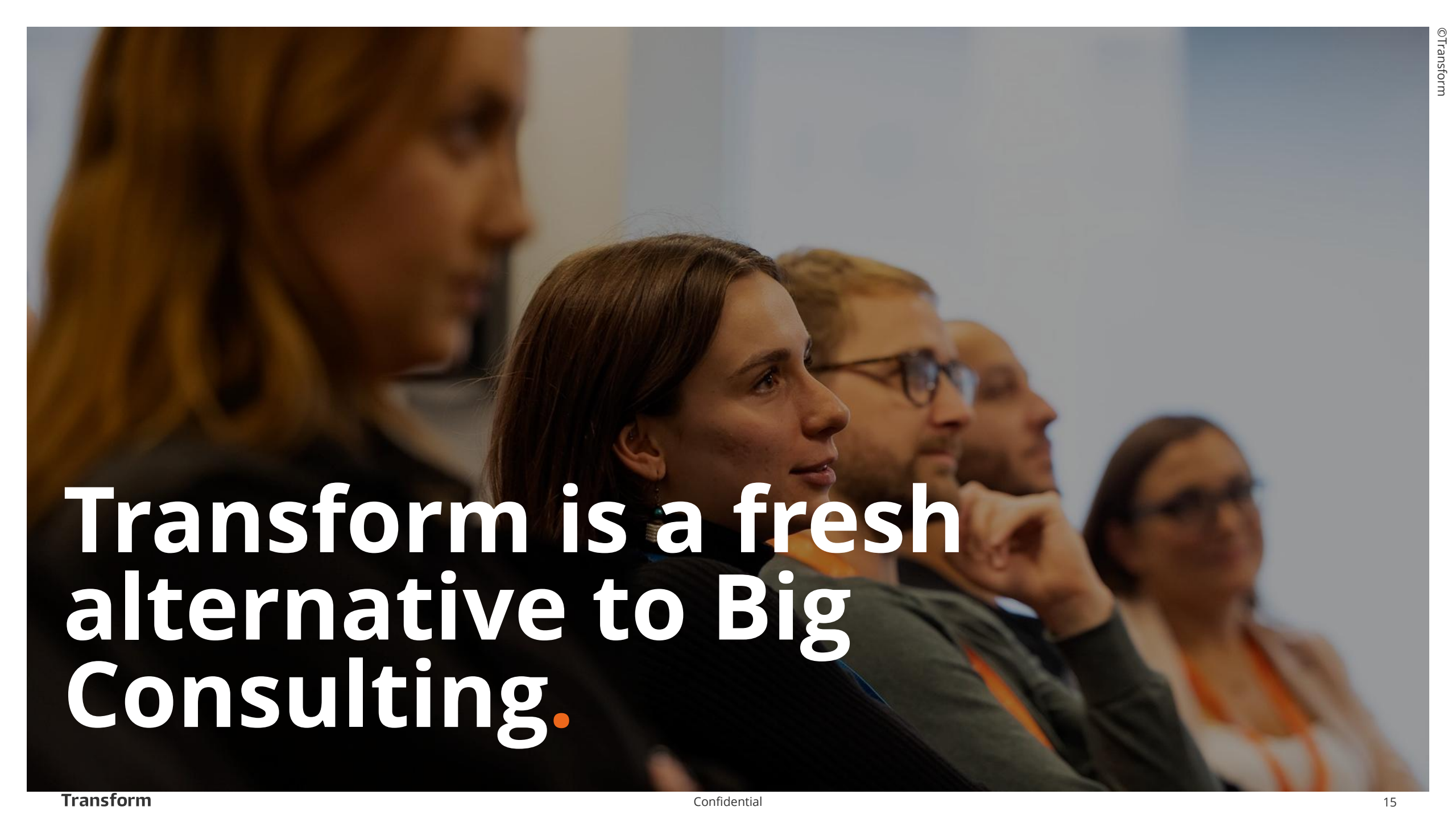
2 million

online renewals completed within the same year.



Home Office





**Transform is a fresh
alternative to Big
Consulting.**

What we do.

We **define, design, build** and operate systems that solve our clients' toughest challenges and seize their biggest opportunities.

That often means combining strategy, data, AI, technology, and change management. Sometimes we manage and operate the systems we create; other times, we hand it over for the client to run – standing by to make improvements when things change.

It all comes down to **making an impact**: improving lives, supporting citizens, streamlining workflows, and making the world a better place.

Who we do it for.

We specialise in public sector and public-facing organisations—from government agencies and local authorities to energy, utilities, transportation and healthcare.

We also work for some of the world's most dynamic brands across automotive, retail, financial services, and consumer goods.

If you have a lot of customers or citizens, a complex data ecosystem, a legacy tech stack, and an ambition to make a big impact... we should talk.

How we do it. (Through diverse multi-disciplinary teams no silos, no competing targets, no ego.)

Technology	Research & Service Design	Data & AI	Product & Delivery	Consulting
Data Engineering & Data Architecture	Research	Data & AI Strategy	Product Management	Change Management
Software Engineering	Service Design	Data Analytics & Science	Delivery Management	Strategy Development and Realisation
DevOps & Test Engineering	Content Design	CRM Services	Business Analysis	Programme Management and Governance
Enterprise & Solution Architecture	User Experience			Target Operating Model

Who we work with.



Why us?

Full end-to-end capabilities.

Transformation fails because it's disjointed. We're management consultants who **deliver what we design** with end-to-end capabilities, deep domain experience and an open, collaborative culture.

We have the breadth and depth of Big Consult without the rigidity, **meeting you where you are** - working with you, not *at* you - to leave you better off.

We're personally invested. This work matters.

Multi-disciplinary teams.

Our strategic thinking & delivery is better because **we focus on strategy and outcomes**, not silos. Instead of the rigid playbooks of Big Consult, we assemble unified, multi-disciplinary teams to consult, design, engineer and deliver new digital experiences.

We understand the **power of diversity of people and teams** and are committed to making a bigger impact faster.

High confidence/Low ego. Many lenses, no silos. In it together.

A specialisation in public-facing organisations.

We have **deep experience with local and national government** and know how to navigate the corridors of government, from local councils to national agencies to railroads and utilities.

Our people are united around a commitment to make a difference to people's lives. **Got citizens to serve?** We should talk.

We believe in the power of technology to change lives.