



ThirdEye

G-Cloud 15 Service Definition
2026



MuleSoft
Partner
Systems Integrator

SELECT

Our Team: A Partner for Public Sector Transformation



We are a purpose-led technology partner obsessed with solving complex public sector challenges, not just billing hours. Unlike traditional systems integrators that operate as "industrial factories," we deploy agile, high-proximity squads that embed directly within your organisation.

Human-Centric Delivery

We adopt a "One Team" ethos, removing the barriers between client and consultant to ensure culture alignment and aide rapid decision-making

Local Soul, National Impact

We combine the agility and care of a boutique specialist with the rigour of GDS-compliant delivery standards

Legacy of Capability

We don't just deliver technology, we pass the baton. Our methodology is designed to build your internal capability from Day 1, ensuring you are self-sufficient and never locked in



GDS Aligned

Full lifecycle support from Discovery to Live



No Vendor Lock

Structured knowledge transfer and off-boarding



Social Value

Tackling inequality & closing the digital skills gap



Project Accelerators

Pre-built toolkits to reduce project costs

Our Business: Accelerated Core Capabilities

GDS-aligned services powered by pre-built accelerators to drive faster time-to value

The UK's Largest Independent Salesforce Partner, defined by three non-negotiables

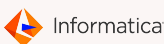
- **Integrity** *Honest governance and "Ethical AI" frameworks that protect your data and citizens.*
- **Intelligence** *Data-led decision making that focuses on "Outcomes, not Outputs."*
- **Intestinal Fortitude** *The resilience to deliver complex legacy modernisation where others fail, backed by risk-shared commercial models.*

TE Governance Accelerators

-  TE GovTech Launchpad
-  Agile Governance & Quality Tracker
-  Data & AI Trust Framework

Our Implementation Accelerators

-  Civil Servant Time Tracker
-  Key Dates Framework
-  Questionnaire Framework
-  Task Generation



90

Talented Delivery Team Members

457

Certifications across this team

3

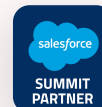
Year average team tenure

100%

Independently verified CSAT score

77%

Of customers return for future work



Salesforce Summit Partner since 2016

Our extremely talented team have delivered projects across multiple industries, leveraging Salesforce technology and driving value.



Award Winning 2025

We won more Salesforce awards in 2025 than any other partner, recognised on a National and Global stage.



Industry Advocacy

ThirdEye are on a number of Global Salesforce Partner Advisory Boards, including for Health



Independently Certified

We constantly strive to achieve the highest level of external practice verification



CRM, Data + AI Strategy



Implementation Services



Managed Service

Our Services



Salesforce Cloud Setup, Migration & Adoption

ThirdEye are the UK's largest Independent Salesforce Partner – this service offers End-to-end Salesforce setup, migration and adoption services. We help plan, design, migrate and optimise Salesforce securely, integrating data and processes while enabling user adoption. Our service reduces risk and ensures Salesforce delivers measurable operational and service outcomes.

SERVICE FEATURES

- Salesforce discovery, requirements definition and implementation planning
- Secure Salesforce solution architecture and configuration
- 'Amplify' workshoping, blueprinting and visioning sessions
- Integration with existing systems using APIs and middleware
- Salesforce testing, validation and deployment support
- User roles, permissions and security model configuration
- Change management and user adoption planning
- Legacy system and CRM data migration to Salesforce
- Go-live support and stabilisation services
- Post-implementation optimisation and roadmap development

SERVICE BENEFITS

- Reduces risk when implementing or migrating to Salesforce
- Accelerates time to value from Salesforce investments
- Improves data quality, accessibility and reliability
- Enables secure integration with existing public sector systems
- Increases user adoption and confidence in Salesforce
- Reduces operational inefficiencies and manual processes
- Supports compliance with public sector security requirements
- Provides clear delivery plans and predictable outcomes
- Improves service delivery and organisational insight
- Enables scalable, future-ready Salesforce platforms

Managed Salesforce Platform Support & Optimisation

Managed Salesforce Platform Support & Optimisation provides proactive, premium operational support for public sector Salesforce environments. We keep platforms secure, stable and continuously improving through expert support, optimisation and governance. The service ensures Salesforce delivers sustained value, high user adoption and reliable performance for business-critical services.

SERVICE FEATURES

- Proactive Salesforce platform monitoring and incident management
- Ongoing configuration, optimisation and performance tuning
- Release management and Salesforce enhancements support
- User access, security and permissions management
- Data quality, integrity and issue resolution support
- Integration and automation support for connected systems
- Regular platform health checks and improvement recommendations
- Named Technical Account Manager and service governance
- Experienced Salesforce-certified cloud support engineers
- Service reporting, prioritisation and roadmap planning using TE's Amplify framework

SERVICE BENEFITS

- Reduces platform downtime and operational disruption
- Improves reliability of business-critical Salesforce services
- Ensures Salesforce remains secure and compliant
- Extends platform lifespan through continuous optimisation
- Improves user experience and adoption across teams
- Reduces internal support burden on buyer teams
- Provides predictable, transparent support costs
- Enables faster resolution of incidents and issues
- Aligns Salesforce improvements with organisational priorities
- Maximises long-term value from Salesforce investment

Public Sector MuleSoft Integration & API Enablement

MuleSoft Integration & API Enablement helps public sector organisations securely connect systems, data and services. We design and deliver API-led integrations using MuleSoft to enable joined-up digital services, reduce technical complexity and support modern, scalable architectures aligned to public sector security and governance requirements.

SERVICE FEATURES

- Integration discovery and system landscape assessment
- API-led architecture and integration design
- MuleSoft platform setup and configuration
- Secure system-to-system integration delivery
- Legacy system integration and modernisation support
- Data transformation and orchestration services
- Integration testing, assurance and deployment
- Security, access control and API governance design
- Integration documentation and knowledge transfer
- Ongoing integration optimisation and support

SERVICE BENEFITS

- Enables secure, joined-up digital public services
- Reduces complexity of integrating legacy systems
- Improves data consistency across systems
- Accelerates delivery of new digital capabilities
- Supports scalable, reusable integration architectures
- Reduces integration risk and technical debt
- Improves visibility and control of data flows
- Supports compliance with public sector security requirements
- Enables future system and platform change
- Reduced time to value with ThirdEye's comprehensive accelerator library

Responsible AI Enablement & Intelligent Automation

Responsible AI Enablement & Intelligent Automation helps public sector organisations design, govern and implement safe, effective AI solutions. With our (A)ldeate workshopping sessions, we support AI discovery, use-case design and delivery, including Salesforce Agentforce, ensuring solutions are ethical, transparent and aligned to public sector governance, data and security requirements.

SERVICE FEATURES

- AI strategy, discovery and use-case identification
- Responsible AI governance and ethical framework design
- Agentforce design and implementation for Salesforce platforms
- Intelligent automation and workflow optimisation
- Data readiness and AI platform assessment
- AI solution design and technical assurance
- Human-in-the-loop and control model design
- AI pilot, proof of value and scaling support
- Responsible AI and Ethics assessments and roadmapping
- Knowledge transfer and AI capability enablement

SERVICE BENEFITS

- Enables safe adoption of AI within public sector constraints
- Reduces risk associated with AI implementation and deployment
- Identifies high-value AI use cases quickly
- Improves service efficiency through intelligent automation
- Ensures AI solutions are ethical and transparent
- Builds organisational confidence in using AI technologies
- Accelerates time from AI concept to delivery
- Aligns AI initiatives with organisational priorities
- Supports compliance with data protection and governance requirements
- Maximises return on AI and automation investments



Salesforce Data, Integration & AI Enablement

Salesforce Data, Integration & AI Enablement helps public sector organisations connect systems, improve data quality and enable trusted AI use. We design and deliver secure integrations, data platforms and AI-ready architectures that allow Salesforce to operate as part of a joined-up, insight-driven digital ecosystem.

SERVICE FEATURES

- Data and integration discovery and architecture design
- Secure system integration using APIs and middleware
- Salesforce data modelling and data quality improvement
- Legacy system and platform data integration
- MuleSoft integration design and implementation
- Data platform and analytics enablement
- AI-ready data architecture and governance design
- Salesforce AI and Agentforce enablement support
- Testing, assurance and deployment support
- Knowledge transfer and technical capability enablement

SERVICE BENEFITS

- Reduces integration risk and technical complexity
- Enables secure, joined-up digital services across systems
- Improves data quality, trust and accessibility
- Increases value of existing Salesforce investments
- Improves operational efficiency through automation
- Improves insight and decision-making capabilities
- Enables scalable, future-ready data architectures
- Supports safe and effective AI adoption
- Supports compliance with data governance requirements
- Reduces manual data handling and duplication

Salesforce Marketing for Audience Engagement

Salesforce Marketing for Audience Engagement helps public sector organisations design, deliver and optimise trusted, compliant digital communications. We support setup, integration and use of Marketing Cloud to improve engagement with citizens, service users and stakeholders through secure, accessible and data-driven communication journeys.

SERVICE FEATURES

- Salesforce Marketing Cloud discovery and engagement strategy design
- Secure setup and configuration of Marketing Cloud platforms
- Audience segmentation and consent management configuration
- Communication journey and automation design
- Integration with Salesforce and existing systems
- Data model design for audience and engagement data
- Accessibility and compliance-focused communication design
- Testing, deployment and go-live support
- User training and capability enablement
- Ongoing optimisation and engagement performance review

SERVICE BENEFITS

- Improves engagement with citizens and service users
- Enables consistent, trusted digital communications
- Supports compliance with consent and data protection requirements
- Reduces manual effort through automated engagement journeys
- Improves targeting and relevance of communications
- Increases confidence in digital engagement delivery
- Enables measurable engagement and communication outcomes
- Improves accessibility and inclusivity of communications
- Integrates engagement data across Salesforce platforms
- Maximises value from Marketing Cloud investment

Slack Digital Collaboration & Workflow Automation

Slack Digital Collaboration & Workflow Automation helps public sector organisations improve productivity through secure collaboration and automated workflows. We design and implement Slack as a trusted operational platform, integrating systems and processes to reduce friction, improve communication and support efficient delivery of digital and business services.

SERVICE FEATURES

- Slack discovery and collaboration strategy design
- Secure Slack workspace setup and configuration
- Workflow automation and process integration design
- Integration with Salesforce and existing systems
- Channel structure, governance and permissions design
- User access, security and compliance configuration
- Automation using Slack workflows and integrations
- Testing, deployment and go-live support
- User training and adoption enablement
- Ongoing optimisation and productivity improvement support

SERVICE BENEFITS

- Improves cross-team collaboration and communication efficiency
- Reduces reliance on email and manual processes
- Accelerates decision-making and issue resolution
- Improves visibility of work and operational activity
- Enables automation of repeatable business processes
- Supports secure collaboration within public sector environments
- Increases staff productivity and engagement
- Integrates collaboration with core digital systems
- Improves consistency of information sharing
- Delivers measurable productivity improvements

Care Provider Enquiry, Capacity & Engagement Solution

Care Providers Enquiry Capacity & Family Engagement Solutions help care organisations manage demand, optimise occupancy and strengthen relationships with families. We design and implement Salesforce-based platforms to improve visibility of capacity, automate admissions workflows, create a seamless and personalised showround experience while supporting transparent, trusted communication with families and stakeholders, allowing care providers to focus on what matters most, the provision of quality care.

SERVICE FEATURES

- Capacity and occupancy management discovery and design
- Salesforce-based occupancy, showround & admissions platform
- Room availability and capacity tracking configuration
- Admissions, waiting list and enquiry workflow automation
- Family and stakeholder relationship management configuration
- Secure outreach, communication and engagement workflow design
- Integration with finance, scheduling, e-care and operational systems
- Reporting and dashboards for occupancy and performance
- Testing, deployment and go-live support
- User training, change management and adoption enablement

SERVICE BENEFITS

- Improves visibility of capacity and occupancy levels
- Increases bed utilisation and revenue predictability
- Reduces manual effort in admissions and showround processes
- Improves coordination between operational teams and nurses
- Strengthens relationships with families and stakeholders
- Improves speed & consistency of placement decisions and provides patient insight
- Enables data-driven capacity & occupancy planning
- Reduces reliance on spreadsheets and disconnected systems
- Improves operational efficiency across care services
- Supports scalable growth and service expansion



Databricks Data Platform Setup & Analytics Enablement

Databricks Data Platform Setup & Analytics Enablement helps public sector organisations securely collect, manage and analyse data at scale. We design and implement modern data platforms using Databricks to improve insight, support analytics and enable AI-ready data foundations aligned to public sector governance requirements.

SERVICE FEATURES

- Data platform discovery and requirements assessment
- Secure Databricks environment setup and configuration
- Data ingestion, transformation and pipeline design
- Data lake and analytics architecture design
- Integration with existing systems and platforms
- Data governance, quality and access control design
- Analytics, reporting and insight enablement
- AI-ready data architecture and preparation
- Testing, validation and deployment support
- Knowledge transfer and data capability enablement

SERVICE BENEFITS

- Improves access to trusted, high-quality data
- Enables scalable analytics and insight generation
- Supports data-driven decision making
- Reduces manual data handling and duplication
- Improves data governance and control
- Enables AI and advanced analytics use cases
- Integrates data across multiple systems
- Reduces technical complexity of data platforms
- Improves operational efficiency through better insight
- Maximises value from data investments



Education Cloud & Student Relationship Management Solution

Education Cloud & Student Relationship Management Solutions help education providers manage learner engagement, support and outcomes. We design and implement Salesforce-based solutions, including Education Cloud or bespoke solutions, to improve student experience, streamline administration and provide trusted insight across the learner lifecycle.

SERVICE FEATURES

- Education Cloud and student relationship discovery
- Bespoke student relationship solution design
- Learner lifecycle and engagement process design
- Case management and student support configuration
- Data integration with education systems
- Reporting and insight for student outcomes
- Secure user access and permissions configuration
- Automation of administrative and engagement processes
- HESA compliant data collection and reporting
- Branded and secure Student, Lecturer and Agent portals

SERVICE BENEFITS

- Improves student engagement and experience
- Streamlines education administration and processes
- Provides clear visibility of learner journeys
- Reduces manual effort for academic teams
- Improves coordination of student support services
- Enables data-driven decision making
- Supports compliance with data protection requirements
- Improves service consistency across departments
- Scales to support growing student populations
- Maximises value from digital education platforms

Legal Matter & Case Management Solutions

Legal Matter Management & Case Management Solutions support public sector legal teams to manage cases, matters and workflows effectively. We design and implement secure Salesforce-based solutions to improve case visibility, collaboration and reporting while ensuring compliance with legal, security and governance requirements.

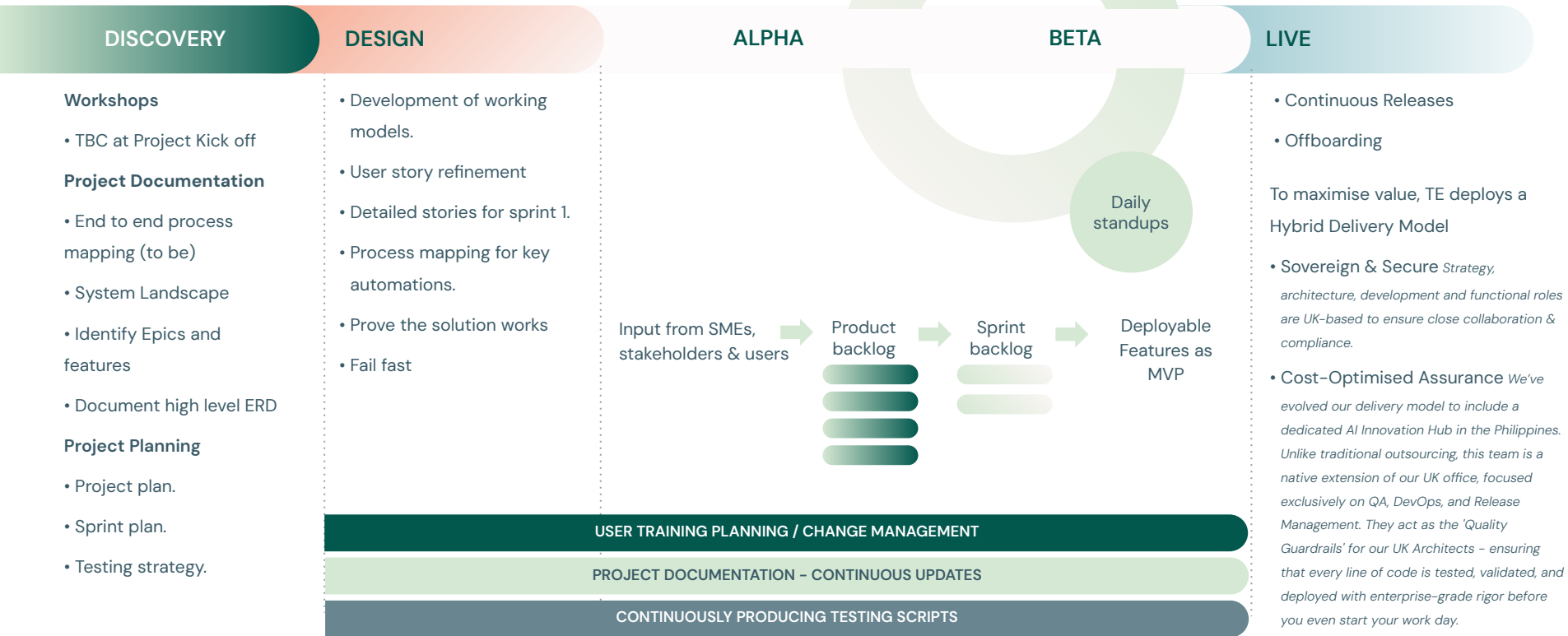
SERVICE FEATURES

- Legal matter and case management discovery
- Salesforce-based matter management solution design
- Case workflows, stages and automation configuration
- Document management and integration support
- Secure access, roles and permissions design
- Collaboration and task management enablement
- Reporting, dashboards and performance insight
- Integration with existing legal systems
- Testing, deployment and go-live support
- User training and adoption support

SERVICE BENEFITS

- Improves visibility of legal matters and workloads
- Streamlines case handling and administration
- Improves collaboration across legal teams
- Reduces risk through consistent case processes
- Enables better workload planning and prioritisation
- Improves reporting and audit readiness
- Supports compliance with legal governance requirements
- Reduces reliance on manual tracking
- Improves service delivery to internal stakeholders
- Scales with organisational legal demand

Our Methodology: Agile, User-Centred, and GDS Compliant



Our Impact: From Vision to Value



Technology capability is only one piece, real impact comes from integrating data, people and governance

01

PROCESS RE-ENGINEERING

Redesigning workflows for speed, clarity, and compliance.

03

ENTERPRISE ARCHITECTURE

Ensuring scalable, interoperable solutions that are designed to scale.

05

CHANGE MANAGEMENT

Engaging stakeholders for sustained adoption from project outset.

07

DATA STRATEGY & TRANSFORMATION

Unlocking enriched value and capability potential through better data.

02

KPI BENCHMARKS & BUSINESS CASE

Quantifying value at every stage to ensure accountability.

04

GLOBAL ROLLOUT STRATEGY

Sequencing deployment for maximum adoption and ROI.

06

PROGRAMME MANAGEMENT

Rigorous planning, delivery, and governance across project streams.

Our Philosophy: Enablement, Not Dependency

Unlike systems integrators who build dependency, our goal is to build your internal capability from Day 1.

We structure our engagement to ensure that when we leave, your team has the momentum, skills, and confidence to own the solution

Onboarding: The "One Team" Mobilisation

 We reject the "us vs. them" dynamic. We reject the "us vs. them" dynamic. From the moment the contract is signed, we mobilise a team ethos, removing name badges and aligning on culture and chemistry

 We utilise a "Sprint 0" to align technical environments, agree on governance, and deploy our accelerators. This ensures value generation begins immediately

 We conduct empathy sessions and team charters to align your civil servants and our consultants on a shared mission, ensuring we operate as a single, high-performing squad

 We use a structured framework to assess your current team's skills gap during onboarding. This allows us to tailor a specific upskilling roadmap for your internal staff that runs parallel to technical delivery

Knowledge Transfer: Handing over the Capability

 We do not save knowledge transfer for the end of the project. Instead, we reduce the dependency on TE as a continuous activity throughout the lifecycle. Our objective is to teach your team "how to think like a Salesforce consultant," enabling sustained innovation long after we depart.

 We embed transition and upskilling plans directly into our sprints. Your developers and administrators work alongside our experts, learning through co-creation rather than passive observation.

 We provide "train the trainer" support and customised manuals, ensuring your internal leads are equipped to train future staff, creating a sustainable legacy of capability.

Off-boarding: The "No Lock-In" Guarantee

 We design for exit from the start. Prior to the execution of any order, we agree on the scope of the exit plan to ensure you are never locked into our services.

 We deliver a clear transition roadmap that empowers your business users to perform configuration tasks and 1st/2nd line support independently.

 We ensure full repatriation of all data, code, and documentation. We adhere to GDS standards for open and accessible documentation, ensuring you retain full ownership of the solution and its intellectual property.

 To ensure no disruption to critical public services, we offer a Hypercare transition period, gradually stepping back support as your team steps up, ensuring operational stability is maintained throughout the handover

Our Commitment: Impact Beyond Technology

We view Social Value as a core deliverable, not a compliance add-on.

As a "people-first" technology partner, we are committed to ensuring every pound spent with us delivers a tangible return to society, the economy, and the environment. We align our initiatives directly to the UK Government's Social Value Model themes.

Tackling Inequality

Bridging the Digital Skills Gap

We actively recruit and train individuals from underrepresented backgrounds in tech. We partner with organisations such as Supermums and Women in Tech to offer retraining pathways for those re-entering the workforce

Apprenticeships & Upskilling

We commit to creating new opportunities driven by Public Sector contracts. Our dedicated training and enablement team ensures that we upskill civil servants during delivery, reducing the public sector's reliance on external contractors and tackling the digital skills shortage from within

Fighting Climate Change

Green Grants

As part of our [1% Pledge](#), we support and facilitate organisations whose purpose is to develop technology solutions for solving the challenges of the modern world. E.g. Harvest London.

Sustainability Solutions

We implement tools like Salesforce Net Zero Cloud to help public sector clients track and reduce their own Scope 1, 2, and 3 emissions, ensuring the technology we deliver actively contributes to the government's environmental target

Equal Opportunity

Diverse by Design

We utilise "blind recruitment" practices to remove unconscious bias. We support internal Employee Resource Groups (ERGs) focused on Gender, LGBTQ+, and Ethnicity to ensure our workforce reflects the diverse citizenry we serve

Inclusive Leadership

We maintain a target of 50% representation of women and minority groups in leadership roles, ensuring diverse perspectives drive our strategic decision-making.

Wellbeing

Mental Health Support

We provide comprehensive mental health support, including Mental Health First Aiders and access to counselling services. We actively monitor team burnout and workload to ensure sustainable delivery capability

Flexible Working

We champion a "remote-first" but "client-aligned" working model that supports work-life balance for our consultants, resulting in lower attrition rates and higher consistency for our clients.

Our Pricing: Flexible, Transparent and Value-Aligned



We understand that Public Sector budgets require certainty and value.

Unlike rigid legacy suppliers, we offer commercial models that adapt to your specific risk profile and delivery preferences. We do not just sell time; we share the risk of delivery.

Commercial offerings to align to the needs of Public Sector buyers

Invoicing & Payment

- Flexible invoicing aligned to the Commercial offering
 - T&M invoices are accompanied by timesheets & "Burn Rate" from our Agile Governance Tracker, ensuring you have total visibility of budget consumption

Discounting

- We offer a transparent discount structure based on:
- Volume: Discounts to orders over specific value thresholds.
 - Duration: Reduced rates for engagements committed over 12+ months.
 - Social Value Contribution: We can structure commercial offsets as defined by the buyer.

Capped Time & Materials

Fixed Price Work Packages

Business Value Driven

Standard for Agile delivery (Alpha/Beta).

- Fully aligned to our SFIA Rate Card.
- We offer "Capped T&M" mechanisms, providing the flexibility of Agile with the budget certainty of a fixed envelope.

Ideal for well-defined outcomes

Discovery, Audits, or specific "Accelerator" deployments.

- We define a clear scope and deliverables list, taking the delivery risk on ourselves.

Mature engagements with value-driven pricing

- A portion of our fee is linked to the successful realisation of agreed benefits (e.g., successful case migration or user adoption targets). This ensures our incentives are 100% aligned with your mission success.