

Salesforce Ecosystem Support Service Definition

About Digital Modus Software Solutions

Digital Modus Software Solutions is a UK-based professional services consultancy specialising in the delivery, optimisation, and support of cloud and digital services for public sector organisations. We were established to meet the specific needs of government bodies undertaking complex technology-enabled change, combining deep public sector delivery experience with strong commercial, technical, and leadership capability.

Our team brings decades of experience delivering successful public sector programmes across central government, health, policing, and arm's-length bodies. We understand the operational, regulatory, and assurance challenges inherent in public service delivery and apply this insight to design and deliver pragmatic, value-driven cloud solutions.

We work collaboratively with client teams to shape, implement, and support digital strategies across the full service lifecycle—from early discovery and business case development through to implementation, live service, and continuous improvement. Our approach is flexible, scalable, and aligned to Agile, GDS, and government cloud standards.

Salesforce Specialist Partner

Digital Modus Software Solutions is a specialist Salesforce partner with extensive experience delivering and supporting Salesforce solutions in secure public sector environments. Our delivery capability is supported by a network of UK-based, security-cleared professionals (SC, DV, and NPPV3), ensuring we can operate effectively within sensitive and regulated contexts. Through strong relationships with Salesforce and its partner ecosystem, we remain at the forefront of platform innovation and best practices.



In 2025, Digital Modus Software Solutions became the most certified Public Sector Services Salesforce partner in Western Europe, reflecting the depth and maturity of our technical capability.

We also have significant experience supporting organisations transitioning from legacy platforms to modern cloud-based solutions. We help clients reduce technical debt, manage risk, and modernise services while ensuring continuity of critical public services and value for money.

Our clients

Digital Modus Software Solutions is trusted by Public Sector clients, including:

- Foreign, Commonwealth & Development Office
- Department for Energy, Security and Net Zero
- Ministry of Justice
- Home Office
- HM Prison & Probation Service
- Office for National Statistics
- Education Scotland
- Local Authorities and District Councils

We've given some examples that demonstrate how we work with our clients below

DESNZ – Developing and launching the high-profile Energy Bills Support Scheme

Customer: Department for Energy, Security and Net Zero

Timeline: 9 Weeks

Platform: Salesforce



DESNZ sought to rapidly launch the Energy Bills Support Scheme to deliver £500 million in payments to 1.3 million domestic and non-domestic applicants across Great Britain and Northern Ireland. Digital Modus Software Solutions was engaged to design and implement a robust digital solution on Salesforce, with full integration into [GOV.UK](https://www.gov.uk).

Scale

- 1.1m submitted applications - domestic and non-domestic
- Great Britain and Northern Ireland
- All 333 Local Authorities
- 1500 Local Authority users
- 120 Contact Centre users
- 40 Payment process users
- Over 800 User stories

Project scope

- Delivery of four distinct energy schemes
- Development of GOV.UK and Assisted Digital user journeys
- Creation of Salesforce-based CRM portals for local authorities, contact centres, and DESNZ users
- Ten system integrations and five data migrations

- Compliance with WCAG 2.1, NCSC, MFA, and GDS standards
- Support for 1,500 local authority users and 120 contact centre agents

Approach and methodology

Using our Rapid Salesforce Delivery Framework, Digital Modus Software Solutions adopted an agile, phased strategy—from Discovery to Live. Key elements included pre-scoping workshops, sprint-based delivery, and close collaboration with DESNZ to prioritise user stories. The work was organised into four streams: Salesforce front-end, integration, CRM build, and user/security onboarding.

Deliverables

- Accessible and consistent application journeys via GOV.UK and
 - Assisted Digital channels
 - Fully functional portals for application processing, case management, and payment verification
 - Automated application deduplication and validation features
 - Custom dashboards, MI reporting tools, and user support services
 - Full training and onboarding for all user groups
- WCAG 2.1 Accessibility Compliance
 - NCSC Security Compliance
 - GDS Service Assessment
 - Multi-Factor Authentication
 - Gov.Notify integration
 - Support for onboarding and training

Outcomes & Feedback

- The project met all deadlines, with the first scheme live in private beta within just four weeks. Within 9 weeks, all four schemes had moved into public beta.
- The GDS Service Assessment rated the solution “Inspirational.”
- The DESNZ team praised Digital Modus Software Solutions for their agility, collaborative spirit, and volume of delivery under tight time frames.
- Our relationship with ICS has continued beyond this initial engagement and we’ve been working with their team on further services that can support their evolving policy needs.

Improving appointment bookings in British consulates

Customer: Foreign and Commonwealth Development Office

Contract: 2023 – date

Platform: Salesforce



Foreign &
Commonwealth
Office

Situation

The Consular Appointment Booking System (CABS) allows British nationals to book appointments at around 200 consular offices across the globe and is a vital, high-transactional volume system that aids British nationals abroad to access the following consular services:

- **Enabling Urgent Travel** to book in-person and remote interviews for applications, and for collections for British people overseas using the Emergency Travel Document service (see below).
- **Enabling British people overseas to book appointments for consular and notarial services** provided by Embassies, High Commissions and Consulates.

Digital Modus Software Solutions was engaged by the FCDO in 2023, following FCDO's Discovery, which identified the need to replace its outdated system.

What we delivered

Since 2023, we have delivered many user-centred digital services (across the GDS lifecycle – Discovery to Live), which include building a secure, resilient, global Contact and Event Management system based on the Salesforce platform, which enables the effective running of the complex FCDO Consular and Crisis operations.

We launched a pilot in Washington in under a month,
the fastest ever launch of any software within FCDO

This was rolled out to the UK Embassies and outposts for the American and Japanese Diplomatic networks in the first phase, and in the second phase the Indian subcontinent and Europe. The solution allows Embassy staff to maintain robust knowledge and activity logs around interactions with Foreign diplomats and dignitaries.

In June 2024, we were commissioned to design and build a consistent and [GOV.UK](https://www.gov.uk) aligned service front-end. The build was completed on time by mid-November, and the service went live in December 2024.

Outcomes & Feedback

The CABS solution entered service with an extensive hypercare support package. The rollout to users for the Alpha and Beta Phase was supported by an experienced team who built detailed solution documentation (including a variety of video assets) to ensure that the service go-live later in December 2024 was successful, and a seamless Business As Usual operation transition. December is one of the busiest months for the Consular service globally. The decision to go live was not taken lightly, however, the Project and Business leads in FCDO had full confidence in the solution and were happy to proceed.

The transition to live service went smoothly and the live service has had no P1 or P2 incidents to date.

Effective, open and transparent collaboration with FCDO stakeholders and other Consular suppliers has been essential to our successful delivery. We use Agile delivery rhythms and ceremonies and manage stories and sprints within Jira.

Clear progress updates make sure everyone is aware and in agreement with the steps for each sprint. We hold weekly project status meetings to discuss technical and business change milestones and critical path progress, as well as RAID log updates. Other suppliers are encouraged to attend.

FCDO Consular Product and Delivery teams continue to engage us to add further functionality to the solution from the CI/CD backlog. We also provide 24*7 support for the global system via our SC cleared support team.

Our Services

We provide end-to-end cloud, digital, and Salesforce services across the following areas:

Cloud Strategy, Commercials, and Transformation

- Shaping cloud and digital commercial operating models
- Business case development and assurance
- Digital and Agile cloud transformation
- Full lifecycle delivery: discovery to live service and support

Engineering, DevOps, and Security

- Agile and digital DevOps
- Agile and digital DevSecOps
- Cloud DevOps and Cloud DevSecOps

Legacy Modernisation and Automation

- Legacy system migration to cloud platforms
- Robotic Process Automation (RPA) discovery and delivery

CRM, Case Management, and Workflow

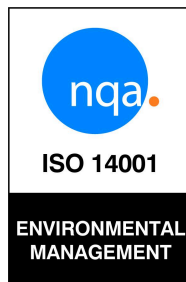
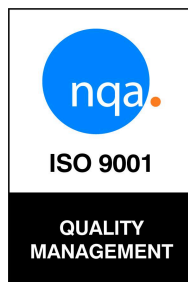
- CRM and case management implementation
- Workflow and case management solution build
- CRM and case management environment support

Data and Integration

- Data strategy and architecture
- Data virtualisation
- Data warehouse and data lake implementation
- Data visualisation and analytics
- Data and system integration

A trusted Partner in user-centred Salesforce-based solution design and delivery

Digital Modus Software Solutions is a trusted delivery partner for Salesforce-based solutions within the public sector. We specialise in designing secure, compliant, and user-centred solutions that support citizen services, operational efficiency, and data-driven decision-making. Our expertise spans Public Sector Solutions, Service Cloud, Sales Cloud, Experience Cloud, Slack, MuleSoft, Tableau, and industry-specific Salesforce products.



Crown
Commercial
Service
Supplier

Salesforce Certifications and Expertise

By partnering with us, you gain access to a team with deep knowledge and experience of the Salesforce ecosystem to enable you to deliver seamless, efficient, and powerful digital applications that drive your organisation's success. Our growing team has 34 certified experts, who hold 210 certifications, making us one of the most certified organisations in the Salesforce ecosystem. We've completed 52 projects since our establishment in 2020. Our services are available on the [Salesforce App Exchange](#).



Salesforce Discovery service

Our Salesforce Discovery Service supports organisations at an early stage of their digital change journey. Aligned with the GDS Service Manual, this service helps clients define user needs, understand business problems, and assess how Salesforce can deliver measurable benefits quickly and effectively.

Discovery outputs typically include:

- Clear problem statements and user needs
- High-level solution and architecture options
- Delivery roadmap and indicative costs
- Risks, assumptions, and dependencies

Salesforce support, administration and management

We provide flexible, UK-based Salesforce support and administration services to ensure platforms remain secure, stable, and continuously optimised. Support models are tailored to each client's needs and may include:

- Platform administration and configuration
- Release and environment management
- Incident and problem management
- Performance optimisation and technical debt reduction

Salesforce upgrades

We plan and deliver Salesforce upgrades that minimise disruption while maximising value. Our approach includes:

- Assessment of existing configuration and customisations
- Mapping to new Salesforce capabilities
- Identification of efficiency and automation opportunities
- Controlled, low-risk upgrade execution

Salesforce design and architecture assurance

We support clients in defining and assuring Salesforce designs that are scalable, secure, and aligned with best practices. Services include:

- Requirements validation and solution assurance
- Data, integration, and security consistency checks
- Architecture and environment reviews
- Recommendations for process and security improvement

Salesforce implementation

We deliver end-to-end Salesforce implementations tailored to public sector needs, ensuring solutions align with organisational objectives and deliver tangible outcomes.

Our implementation services include:

- Sales Cloud
- Service Cloud
- Service Cloud Voice
- Experience Cloud
- Analytics (Tableau / Analytics Cloud)
- Commerce Cloud
- Marketing Cloud
- Integration (MuleSoft / Integration Cloud)
- Health Cloud
- Field Service Lightning
- Slack and Salesforce collaboration tools
- Salesforce Anywhere
- Salesforce Public Sector Solutions
- AgentForce Agentic Services

Long-term support and maintenance

We provide robust, proactive support and maintenance services for Salesforce and related cloud platforms, covering both Digital Modus Software Solutions-delivered solutions and third-party implementations.

Our support services are flexible and scalable, designed to:

- Maintain platform performance and availability
- Reduce risk and prevent service disruption
- Support continuous improvement and evolving user needs

Clients can choose support models tailored to their operational requirements, ensuring ongoing value while enabling internal teams to focus on delivering services.

