

G-Cloud 15 Service Definition

Digital Modus: we help build smarter, more responsive organisations, we don't just implement technology

Overview

Digital Modus provides secure, scalable, and outcome-focused cloud data & AI support services for the UK public sector. We help clients build, operate, optimise, and continuously improve cloud-based services, ensuring reliability, security, and value throughout the service lifecycle.

More than support technology platforms, we help organisations become more responsive, resilient, and data-driven by combining deep public sector knowledge with leading cloud, data, AI, CRM, and workflow tooling expertise.

Our vision

Our vision is to empower organisations across the public sector to deliver better outcomes through modern cloud technologies and data solutions through empathetic user-centred design, efficient solution delivery and 'always on' continuous improvement and support.

We integrate workflow and CRM platforms, data analytics, and AI-enabled insights to help organisations:

- Make evidence-based decisions
- Improve operational efficiency
- Deliver high-quality, citizen-centric services

We aim to be the trusted long-term partner our clients rely on for technical excellence, strategic guidance, and dependable cloud operations—supporting better public services and positive societal impact.

What we deliver

We support cloud services across live operation, optimisation, and continuous improvement. Our approach is collaborative, agile, and grounded in the real needs of users and services, improving Government productivity and performance. We reduce complexity, manage risk, and deliver reliable services that replace legacy systems and accelerate benefit/outcome delivery and improve efficiency.

Our cloud support services enable:

- Stable and secure live services
- Continuous improvement and optimisation
- Compliance with government standards
- Reduced operational risk and technical debt

We support a wide range of public sector use cases, including:

- Citizen-centric and agent-assisted services
- Supplier relationship management
- Stakeholder engagement platforms
- Correspondence and case management systems
- Grant and funding management services
- AI-enabled innovation and analytics

All compliant to the latest GDS standards.

Legacy and cloud modernisation support

We have extensive experience supporting organisations with complex legacy estates. Our teams help clients transition safely and incrementally from legacy platforms to modern cloud services, maintaining business continuity and ensuring regulatory compliance. This includes:

- Supporting hybrid and transitional environments
- Reducing technical debt
- Improving resilience and maintainability
- Enabling future cloud-native capabilities

Strategic partnerships for enhanced value

We understand the public sector technology landscape and work with a network of established and niche technology vendors. This allows us to recommend and support solutions that deliver demonstrable value for money while meeting security, accessibility, and compliance requirements.

We have skills and experience in developing and implementing solutions using a wide range of common technologies. We have created partnerships with large cloud and smaller technology vendors, including:



As a Salesforce Summit Partner, Digital Modus boasts a robust expertise across the entire Salesforce solution spectrum. This expertise is demonstrated by us becoming **the most certified PSS (Public Sector Solutions) Salesforce partner in Western Europe in 2025**.

Our proficiency includes specialised platforms like Slack, Mulesoft, and Tableau, and we've successfully delivered projects across a variety of Salesforce applications, including:

- Sales Cloud
- Service Cloud
- Experience Cloud
- Marketing Cloud
- Public Sector Solutions
- Commerce Cloud
- Health Cloud
- Net Zero cloud

We provide a complete suite of services encompassing the entire lifecycle of Salesforce implementations—from initial consultancy to post-implementation support. Our goal is to ensure optimal performance and longevity of your Salesforce solutions, helping you maximise investment and operational efficiency.

Digital Modus also has extensive experience in deploying and managing Microsoft technologies. Our team understands how Microsoft's core components integrate to create comprehensive solutions that position us as a leader in the field.

We specialise in:

- Azure
- Dynamics 365
- Power Apps
- Power BI

We offer a full spectrum of services for Microsoft technologies, ranging from pre-implementation consultancy to robust post-implementation maintenance. These services are designed to ensure the sustained performance and scalability of any Microsoft-based infrastructure or solution. See our service lines for further information on how we can help.

Accreditations and assurance

Digital Modus operates to recognised industry and government standards, including:



All personnel are BS7858:2019 vetted and hold appropriate security clearances (SC, with DV available if required). We are a Living Wage Employer, Disability Confident Employer, and a signatory of the Armed Forces Covenant.

Expertise in business change and service assurance

We combine cloud support with strong business change capability, helping organisations adapt services, processes, and operating models as needs evolve.

We provide:

- Technology and service assurance
- GDS and NHS Service Standard alignment
- Security and compliance support
- Continuous service improvement planning

Accessibility, inclusivity and user-centred design for cloud solutions

As a company, we're committed to being as inclusive as we can and are a disability confident employer.

Our goal is to create products, services, and experiences that are usable by everyone. We understand that making sure we design with the Web Accessibility Content Guidelines in mind isn't the only thing we should do.



We follow the Government Digital Service Service Manual, adhere to the GDS/NHS Service Standards and Digital Scotland Service Standards. We have helped our clients to pass Service Assessments for both internal and externally facing services.

Our user-centred design services provide evidence-based research and analysis, aligned to GOV.UK design principles and patterns. Our team and approach identify user behaviours, needs and pain-points to inform inclusive service design and delivery.

Actionable insights, training, quality assurance and continuous improvement, reduce delivery risk. Digital services we design are intuitive, accessible and meet everyone's needs.

Case studies

Digital Modus 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 Council

We've given some examples that demonstrate how we work with our clients in the following pages.

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 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 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 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.

Helping Paragon to proactively manage supplier onboarding and relationship management

Customer: Paragon

Timeline: 16 weeks

Platform: Salesforce



Situation

Paragon is a company that combines leading-edge technology and exceptional people to deliver innovative business services that help clients grow and be more efficient. They do this by combining expert people with custom technology in data-driven customer communications, back-office and document management processes, and workplace services.

Paragon has been growing rapidly and by acquisition, this meant that they needed to consolidate multiple processes into a single view.

Paragon at a glance



Given the scale of their services they needed to improve how they approached supplier management. They wanted to create a new supplier management portal that maximised data capture, management, and reporting and helped to maximise the return on investment of their existing Salesforce CRM. They needed help creating a solution that enabled them to seamlessly onboard suppliers, complete due diligence checks, and re-check their supply chain at required governance checkpoints.

Digital Modus worked with Paragon to collaboratively discover and understand user needs and experience of their existing ways of working, processes and systems. We also reviewed how a new solution could be built in and integrated into the existing Salesforce environment, to support their goal of proactive supplier onboarding, management, and compliance.

User-Centred Design for Supplier Management

Digital Modus delivered a Supplier Relationship Manager (SRM) tool that provided the ability to onboard and create comprehensive profiles for each supplier, including performance data, contract details, and risk assessments, offering a holistic view of supplier capabilities and areas for improvement. As part of the solution, we delivered:

- **360-Degree Supplier Profiles:** We created comprehensive profiles for each supplier, including performance data, contract details, and risk assessments, offering a holistic view of supplier capabilities and areas for improvement.
- **Performance and Compliance Tracking:** Built customisable KPI to enable Paragon to continuously monitor and evaluate supplier performance, and left them able to proactively identify opportunities for development.
- **Supplier Risk Assessment:** Leverage predictive analytics to proactively identify potential supplier risks related to financial stability, geopolitical factors, or supply chain disruptions, enabling preemptive action to mitigate impacts.

Impact

The solution delivered a number of benefits to Paragon, including: enhanced supplier relationships, improved onboarding efficiency, risk reduction in the supplier base and overall cost savings to serve the contract portfolio. The solutions passed all functionality and security reviews within the 16-week project timeline using our Security Check (SC) cleared staff. The solution was delivered on budget, and all project artefacts were handed over on time.

