

**SOLVE
SOMETHING
IMPORTANT**

Case Management

Service Definition Document

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Case Management Capability

1 WHAT THE SERVICE IS

A secure, scalable and highly configurable case management solution that enables organizations to manage, track, and resolve cases efficiently. Designed for flexibility, compliance, and continuous improvement, this service supports complex workflows and integrates seamlessly with enterprise systems to deliver operational excellence, user satisfaction and reduce costs.

FEATURES

- Configurable case types, workflows, SLAs and email & notification templates
- Pre-configured standard case templates available out of the box
- Integration with enterprise systems via open standards, APIs and connectors
- Real-time interactive dashboards and analytics
- Automated SLA tracking and proactive alerts
- Intuitive user research informed design ensuring accessibility and usability
- Granular role-based security, comprehensive auditing and compliance with data standards
- Securely hosted on major public cloud platforms with on-premises option
- ISO and Cyber Essentials+ certified
- Future-ready with AI and automation built in.

BENEFITS

- Faster resolution times for all case types
- Transparency and accountability via comprehensive audit trails
- Enhanced collaboration between teams and stakeholders
- Reduced operational risk through proven governance
- Scalable solution supporting future workload requirements
- Compliance with industry digital standards
- Continuous service evolution and innovation
- Robust disaster recovery and business continuity
- Supports sustainability and climate commitments.

OVERVIEW

Our Case Management Service provides a secure, scalable, and highly configurable platform designed to help organisations manage, track, and resolve cases efficiently across a wide range of business processes. Built with flexibility at its core, the platform allows organisations to define and tailor case types, workflows, SLAs and notifications to match their operational needs. This adaptability makes it suitable for simple case tracking as well as complex, multi-stage workflows involving numerous teams, stakeholders, and integrations.

Configurability is a key strength of the platform. Organisations can rapidly deploy standard case types using pre-configured templates available out of the box or develop bespoke case workflows aligned to their internal processes. From triage and assessment through to resolution and reporting, every step of the case lifecycle can be orchestrated to ensure consistent service quality. The platform accommodates structured and unstructured data, ensuring that all case information is captured and managed.

Integration is another central capability. The service supports open standards, APIs, and enterprise connectors, enabling seamless interoperability with line of business systems, document repositories, communication tools, and analytics platforms. This integration-first approach ensures that case data flows smoothly across the organisation, minimising duplication and improving the accuracy and timeliness of decision making.

Real time dashboards and analytics provide users and managers with immediate visibility of case volumes, bottlenecks, performance metrics, and SLA compliance. Automated monitoring and proactive alerts help teams intervene early to prevent breaches, while comprehensive audit trails promote transparency and accountability.

Security, compliance, and governance underpin every element of the service. The platform is protected through granular role-based access controls, extensive audit logging, and adherence to industry digital standards. It can be deployed on major public cloud platforms or delivered as an on-premises solution where required.

Onboarding includes structured training and knowledge transfer, while offboarding ensures secure data handover and compliant system decommissioning. Offboarding is managed securely, with controlled data handover and system decommissioning aligned to organisational compliance requirements.

2 ANY ONBOARDING AND OFFBOARDING SUPPORT YOU PROVIDE

Structured onboarding includes user training, knowledge transfer, and operational readiness checks. Offboarding ensures secure data handover, system decommissioning, and compliance with organizational standards.

3 PRICING

Please refer to the associated Pricing Document relevant to this Service.

4 TERMS AND CONDITIONS

Please refer to the associated Terms and Conditions Document relevant for our Service Offerings.

5 FURTHER INFORMATION

Please send your requirement to publicsector@uk.leidos.com. Alternatively, if you wish to discuss your requirements in more detail, please send us the following information and we will be happy to contact you:

1. Your organisation name.
2. The name of this service.
3. Your name and contact details.
4. A brief description of your business situation.
5. Your preferred timescales for starting the work.

ABOUT LEIDOS

Leidos is a leading partner to the UK government and the Scottish government as well as having key client partners in transportation and energy. Leidos employs 1300 people across the UK supporting technology and business process transformation programmes for clients such as the Home Office, the Ministry of Defence, the Metropolitan Police Service and NATS.

The success of this work in the UK and beyond shows that we are a trusted partner in the region and that our people can deliver innovative solutions to solve the most challenging problems.

LEVERAGING OUR CORE CAPABILITIES

Our technical core capabilities define the areas in which technical excellence is critical, not only for our business, but in the work we do daily to help customers achieve the important missions on the frontlines of their industry. Explore our core capabilities [here](#).



Digital Modernisation



Cyber Operations



Mission Software Systems



Integrated Systems



Mission Operations



INCLUSION AND DIVERSITY IN LEIDOS UNITED KINGDOM

Leidos is committed to creating a diverse and inclusive workplace, where every colleague has the opportunity to contribute, share their unique ideas and talents, and be supported in their career. Explore Inclusion and Diversity in the UK [here](#).

SOCIAL VALUE

We're committed to supporting sustainability initiatives, tackling workforce inequality and STEM education by enriching the communities to our operations. Learn more about Social Value in the UK [here](#).