



TRANSFORMING BUSINESS  
THROUGH **TECHNOLOGY**

G-Cloud

# Service Description



# Overview

## Nintex Automation (previously Nintex Automation Cloud) Nintex K2 and Nintex Process Manager (previously Promapp)

### Introduction

We are committed to public service and empowering the public sector to provide outstanding digital services centred around citizens.

We are convinced that appropriate solutions can unlock the potential of the public sector to consistently deliver superb experiences for both citizens and staff. Our dedication lies in facilitating digital transformation within the public sector, on their terms and at their chosen pace, by equipping them with the Nintex Automation (previously Nintex Automation Cloud), Nintex K2 and Nintex Process Manager (previously Promapp) platforms that enhance their digital independence.

### Cloud Solution Platforms

#### Nintex Automation

A cloud-based automation platform that allows users to design, build, and implement automated workflows across various business functions and applications. It enables organisations to streamline processes and improve efficiency without the need for extensive programming knowledge. The platform's user-friendly interface and powerful integration capabilities make it a versatile solution for automating complex business workflows. Features of Nintex Automation include:

- **Drag-and-Drop Interface:** Offers an intuitive, visual approach to workflow design that simplifies the process of creating complex workflows without needing to write code.
- **Advanced Integrations:** Supports seamless connections with a wide range of external systems and applications, including CRM systems, enterprise resource planning systems, and popular SaaS applications, facilitating comprehensive automation solutions.
- **Mobile Capabilities:** Allows users to manage, kick-start, and interact with workflows directly from mobile devices, enhancing flexibility and accessibility.
- **Process Mapping:** Provides tools for mapping and analysing business processes which aids in identifying bottlenecks and opportunities for optimisation.
- **Real-Time Analytics:** Equips users with real-time insights into workflow performance, enabling timely decision-making and continuous process improvement.

#### Nintex Process Manager

Process management software designed to simplify process mapping, making it easier for organisations to document and share processes. This cloud-based tool enhances process visibility and compliance by providing a user-friendly interface that supports continuous process improvement and fosters a proactive process culture within businesses. Features of Nintex Promapp include:

- **Process Mapping:** Offers an easy-to-use interface for creating and updating process maps, enabling all staff members to engage with and understand their processes without requiring specialised training.
- **Process Variation Management:** Allows organisations to manage multiple variations of a process within the same framework, catering to different needs across various regions or departments while maintaining control and visibility.
- **Risk and Compliance:** Integrates risk management tools directly into process maps, helping organisations to identify and manage risks effectively and ensure compliance with standards and regulations.

- **Feedback and Collaboration:** Encourages continuous improvement by enabling users to give feedback on processes directly within the tool. This feature supports collaborative efforts to refine and optimise workflows.

### Nintex K2 Cloud

A powerful cloud-based platform designed for building and running business applications. It enables organisations to develop and deploy process-driven applications that streamline workflows and automate business operations. With its no-code to low-code approach, K2 Cloud makes it easier for developers and non-developers alike to create applications that integrate with existing business systems, thereby enhancing process management and organisational efficiency. Features of Nintex K2 Cloud include:

- **Low-Code Application Development:** Offers a low-code development environment that allows users to create applications quickly using visual tools that simplify the design of forms, workflows, and data management systems.
- **SmartForms Technology:** Utilises SmartForms to create dynamic, data-driven forms that are responsive and adaptable to various devices, improving user interaction and data collection.
- **Workflow Automation:** Automates business processes with advanced workflow capabilities, enabling sequential and parallel process steps, branching, and integration with external data sources and systems.
- **Integration Capabilities:** Supports robust integration with various external systems and applications, including SharePoint, Salesforce, and Microsoft 365, allowing for seamless data exchange and functionality across business platforms.
- **Reporting and Analytics:** Provides comprehensive reporting and analytics tools that help organisations monitor, analyse, and optimise their business processes, enhancing decision-making and operational visibility.

### Nintex K2 On-Prem

The Nintex K2 process automation platform enables you to quickly develop, execute, and maintain business process applications without any need for coding. This facilitates the delivery of integrated, mission-critical process automation and case management on a large scale, as well as more straightforward workflows for individual departments. Nintex K2 is deployed on-prem and in a Private Cloud. Features include:

- **Enterprise Workflow:** Visual and intuitive process and rules designers.
- **Forms:** Visually design mobile-ready user experiences that leverage data and workflows.
- **Business Rules:** Apply across workflow, forms, and data.
- **Integration:** Easy point-and-click integration with virtually any business system.
- **Low-Code:** Focus on citizen developers with wizards, templates, and a design-oriented approach.
- **Analytics:** Analytics and reports help identify issues and drive optimisation.
- **Microsoft:** Native interoperability with SharePoint, O365, CRM, etc.

## What is Nintex Automation

Nintex Automation is a sophisticated, cloud-based platform designed to automate workflows and streamline business processes across various industries. This innovative platform offers organisations the flexibility to automate complex business processes, bridging the gap between major business systems, and eliminating manual and repetitive tasks. The core strength of Nintex Automation lies in its ability to facilitate the creation of custom workflows that integrate seamlessly with existing business applications, making it a valuable tool for enhancing efficiency and productivity.

One of the primary features of Nintex Automation is its intuitive drag-and-drop interface, which allows users to easily design and deploy automated workflows without needing extensive programming knowledge. This user-friendly approach makes it accessible not only to IT professionals but also to business users, enabling them to contribute directly to process improvements and innovation within their organisations.

Nintex Automation supports a wide range of integrations with popular enterprise solutions such as

Salesforce, Microsoft 365, Google Workspace, and more, enabling businesses to leverage their existing technology investments. These integrations are facilitated through connectors that link workflows across different platforms, enhancing data flow and communication between disparate systems.

Additionally, the platform includes robust mobile capabilities, allowing users to initiate, manage, and participate in business processes from anywhere, at any time. This mobile responsiveness ensures that workflow processes are not hindered by location, thereby boosting productivity and responsiveness.

Nintex Automation also offers advanced analytics tools that provide insights into workflow performance and efficiency. These analytics help organisations to identify bottlenecks, track process outcomes, and refine workflows to better meet business objectives.

Overall, Nintex Automation out as a powerful solution for organisations looking to drive efficiency through automation. Its combination of ease of use, powerful integration capabilities, and comprehensive analytics makes it an indispensable tool for modern business process management.

### What do people build with Nintex Automation?

Nintex Automation is employed to construct a variety of automated solutions that enhance efficiency and responsiveness to public needs. This powerful tool is pivotal for public agencies looking to modernise and streamline their operations.

One primary application of Nintex Automation is the automation of citizen services. Governments use the platform to design workflows for processing applications, such as for permits, licenses, and social services, which reduces processing times and improves citizen satisfaction. By automating these processes, agencies not only expedite service delivery but also minimise the potential for human error and ensure consistency in handling requests.

Furthermore, internal administrative processes are significantly optimised. For instance, workflows are created for leave requests, expense claims, and procurement processes, thus speeding up internal operations and allowing staff to focus more on strategic tasks rather than administrative duties.

Document management is another area where Nintex Automation proves invaluable. Governments implement workflows that automate the handling, approval, and storage of documents, ensuring compliance with regulations and facilitating easy access to records.

Nintex Automation is instrumental in transforming traditional government operations into agile services, enhancing both internal efficiency and public interaction.

### How does Nintex Automation work?

Nintex Automation offers a highly adaptable and efficient solution tailored specifically for the government service sector, streamlining operations and enhancing service delivery through automation. This cloud-based platform enables government agencies to design, implement, and manage a wide array of workflows, eliminating manual processes and reducing the scope for errors.

Using a drag-and-drop interface, officials can easily create workflows that automate tasks such as document approvals, public record management, and service requests, making these processes more accessible and faster. This intuitive system requires no extensive technical knowledge, allowing staff at all levels to participate actively in improving their workflows.

The platform seamlessly integrates with existing governmental IT systems and databases, ensuring that information flows smoothly between different departments and agencies. This connectivity is vital for maintaining data integrity and providing a unified approach to managing public services.

Nintex Automation facilitates real-time tracking and reporting of process efficiencies, which is crucial for transparency and accountability in government operations. Managers can monitor workflow performance, identify bottlenecks, and adjust processes accordingly to meet the dynamic needs of public administration.

Nintex Automation equips government bodies with the tools necessary to automate routine tasks, enhance interdepartmental cooperation, and ultimately deliver faster, more reliable public services.

## What is Nintex K2 (on-prem) and Nintex K2 Cloud?

Nintex K2 and Nintex K2 Cloud represent a robust suite of automation tools tailored to streamline and enhance the efficiency of business processes, particularly within the government service sector. These platforms allow government agencies to develop and deploy process-driven applications that are essential for modernising public services and improving the interaction between the state and its citizens.

Nintex K2 is known for its powerful **on-premises** solutions that enable the creation of forms, workflows, and reports without the need for extensive coding. This capability is crucial for government bodies which often deal with complex processes that require compliance with strict regulatory frameworks. Nintex K2 helps streamline these processes, from internal operations like human resources and procurement to public-facing services such as licensing, permitting, and social services administration.

Nintex K2 Cloud extends these capabilities to the **cloud**, offering all the benefits of the K2 platform with the flexibility and scalability that cloud services provide. It allows for rapid deployment of applications and has the advantage of easy scaling to meet fluctuating demands, which is particularly valuable for large-scale government projects and services that must handle varying levels of interaction and data processing.

Both platforms feature a drag-and-drop interface making it accessible not only to IT professionals but also to non-technical staff, enabling a wider range of government workers to contribute to the automation and optimisation of services. The integration capabilities of Nintex K2 and K2 Cloud are extensive, allowing seamless connections to existing government databases and IT systems, ensuring data consistency and security.

Key benefits for the government sector include improved operational efficiency, reduced costs through the minimisation of manual and paper-based processes, and the provision of a better, more transparent service to citizens.

By automating workflows and enabling more efficient data management, Nintex K2 and Nintex K2 Cloud help governmental agencies to remain agile and responsive in an ever-evolving administrative landscape.

### What do people build with Nintex K2 and Nintex K2 Cloud?

Nintex K2 and Nintex K2 Cloud are extensively utilised within the government service sector to develop and deploy a variety of automated solutions aimed at streamlining operations and enhancing public service delivery. These platforms enable the creation of custom applications that manage everything from routine administrative tasks to complex regulatory processes.

Government agencies leverage these tools to automate key functions such as document management, application processing for permits and licences, and public records management. By digitising these processes, agencies ensure faster response times and more accurate handling of citizen requests, improving overall service delivery and public satisfaction.

Additionally, Nintex K2 is employed to enhance internal operations, automating workflows related to human resources, such as leave requests and staff onboarding. It also streamlines procurement processes and financial management, integrating with existing financial systems to ensure transparency and compliance with government standards.

In emergency management, Nintex K2 applications help coordinate disaster response efforts effectively, enabling agencies to rapidly deploy resources and manage recovery operations through streamlined, automated processes.

Overall, Nintex K2 and K2 Cloud provide government bodies with the tools to transform traditional, paper-based tasks into efficient digital processes, facilitating better resource management, increasing accountability, and delivering superior public services.

## How does Nintex K2 and Nintex K2 Cloud work?

Nintex K2 and Nintex K2 Cloud operate as powerful, adaptable platforms that enable government agencies to automate and manage business processes efficiently. These tools are pivotal in transforming traditional, often cumbersome, public sector workflows into streamlined, digital formats that enhance both internal operations and public-facing services.

The core functionality of Nintex K2 is rooted in its ability to allow users to create, without the need for extensive coding knowledge, custom forms, workflows, and reports. This is facilitated through a user-friendly, drag-and-drop interface which empowers both technical and non-technical staff within government agencies to develop applications that meet specific administrative and service requirements.

Nintex K2 Cloud extends these capabilities to the cloud, offering added flexibility and scalability. This cloud-based variant ensures that government services can scale up or down according to demand, manage data more securely, and improve accessibility for remote users. It is particularly beneficial for handling large-scale processes that involve significant amounts of data and interactions.

Integration features are a key aspect of both platforms, with robust options to connect seamlessly with existing government databases and IT systems. This ensures continuity, security, and integrity of data across various governmental departments, aiding in the comprehensive management of information and processes.

## Nintex Project Delivery Methodology

### Your critical path to project success.

Project Managers are the key drivers of successful migrations, implementations, deployments and transformations.

They are the fabric through which effective communications, coordination and collaboration come together to create positive change, and Core's Project Management team have the experience and expertise to lead that change.

Delivering innovative, business transformation through technology and solutions can often create complex challenges. Effective planning, coordination and communication are key factors in any successful project, and our Project Management services have been developed to drive that success for you, so you can do focus on what you do best.

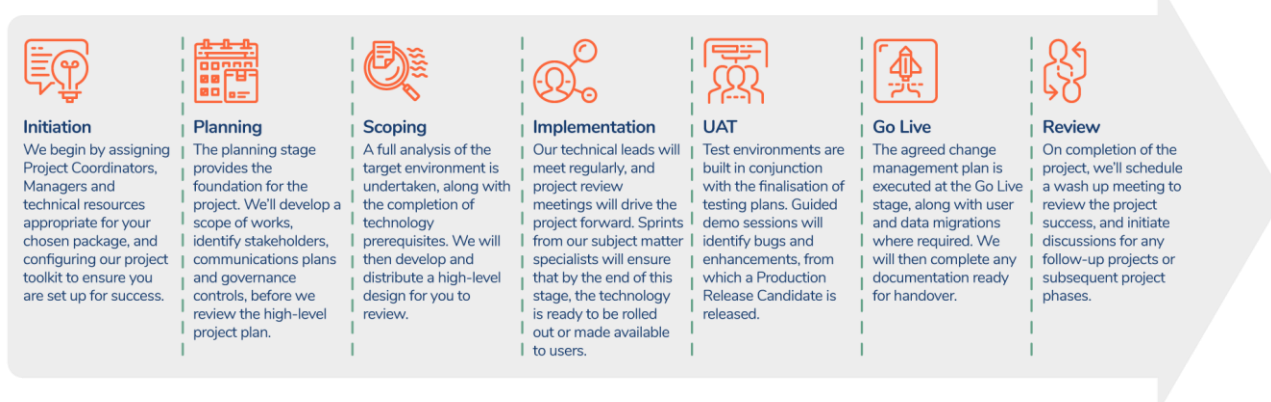
Whether we are managing small projects or complete programs, our experienced project managers and coordinators bring their extensive knowledge, skills, and tried and tested methodologies to the team, ensuring your project is delivered on time, within budget, and to specification.

For a true professional services engagement, we have a tried and tested approach that we have developed over 30 years to ensure we deliver consistent high value outcomes. Our approach is rooted in the Agile development method; and leverages rapid low-code development techniques to provide working automation solutions up to 78% faster\* than conventional development methods.

### How our Project Management works

Regardless of which Project Management package you choose, our team will deliver your project with the

passion, energy, and expertise our customers have come to recognise as Core's professional and responsive culture.



### Project Management by Core – Benefits

- Core's Project Management team are experienced in driving positive change through technology
- Our project methodology combines the stringent coordination of PRINCE2 with the fluidity of Agile practises
- Our Project Management team works with specialists across the technology spectrum every day, and understand the challenges associated within each function; and
- With three levels of Project Management to choose from, you can be sure Core can deliver the level of management your project requires.

### Our packages

- **Project Coordination:** Project Coordination provides a basic level of governance designed for short term engagements, to ensure clear communications and successful management of project risk. Our coordination approach provides the minimum set of controls necessary to achieve a successful implementation across the project.
- **Project Management:** Our dedicated Project Manager will collaboratively lead the planning and production of the project deliverables, whilst reporting regularly to key stakeholders on the project health, scope, schedule and the status of key risks, issues, dependencies and decisions.
- **Custom Project Management:** Designed to support programs of work, and projects that are large, complex, high risk, contain multiple streams, or are conducted in regulated industries. Custom Project Management extends our standard project management offering with additional controls to manage risks and a more robust communications framework.

## Extend your Nintex Solutions

Within the wider automation landscape, our Nintex solutions benefit from a range of accompanying features, including Nintex Process Manager.

**Nintex Process Manager** involves your entire organisation in enhancing processes. Across all teams, from IT to business departments, user-friendly visual tools simplify the process of capturing feedback and suggestions, fostering a commitment to process excellence from the bottom up. Easily gather improvement suggestions through straightforward, one-click process feedback. Any user can propose changes or make comments directly within the process map itself, enabling active engagement with their processes. Personalised dashboards monitor process modifications, feedback, and updates with real-time visual notifications. Stakeholders are promptly notified by email when relevant suggestions are submitted, allowing them to respond with a single click.

Capitalise on the expertise within your business lines and implement suggestions as they emerge.

Comprehensive audit logs record every change, and different versions can be compared via the version history.

- **Engaging:** Promote a culture of process excellence by collecting feedback and improvements directly from those who use the processes daily.
- **Real-time:** Maintain current process information with one-click feedback and instant dashboard notifications for relevant stakeholders.
- **Trackable:** Ensure the entire improvement dialogue is transparent to guarantee full accountability with a detailed audit log of the changes made and proposed.

## Nintex Support

Support for the hosted Nintex platform follows Standard Service Hours: Monday to Friday, 9am–5.30pm (UK time), excluding UK public/bank holidays.

This support does not extend to applications running on the platform or content such as views, reports, configurations, or the customer's proprietary technology and internal infrastructure.

Critical faults on the platform (excluding deployed on-premise deployments) are addressed 24/7/365.

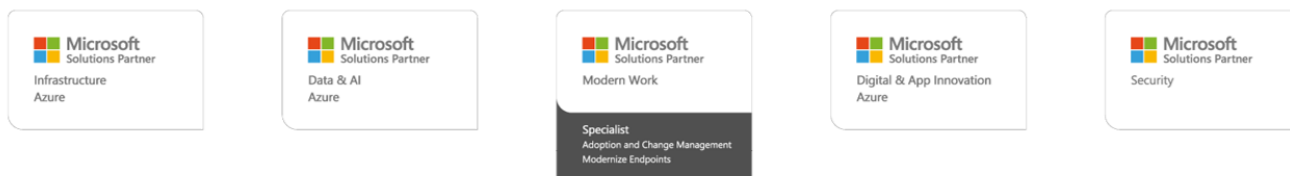
## Pricing

Please see our uploaded Pricing document. Invoiced monthly.

# About Core

**We have a long and distinguished record of supporting organisations with cloud first strategies, implementing successful, efficient, and safe migrations to the Cloud, driving value, productivity and security.**

As a Microsoft Solutions Partner with more than three decades of experience delivering Microsoft solutions, we understand how to unleash potential and unlock value for our customers who have invested in Microsoft technology. We help improve the transition from E3 to E5 licensing, enabling enhanced security and mobility capabilities for our customers, without the need for third-party solutions.



Your organisation deserves reliable, trustworthy, and responsive expert IT support so you can focus on what you do best. With our 35-year history, your business is in capable and experienced hands. In 2001, Core deployed the first installation of SharePoint in the UK and have continued to deliver and support Microsoft products and solutions, leading businesses to superior levels of productivity, security, and growth. From the early operating systems and intranet solutions to the advanced productivity and security tools that organisations adopt to seek efficiencies, Microsoft solutions now touch tens of millions of lives daily; and Core helps to optimise solutions for your desired outcomes.

Core is a Microsoft Advanced Partner and has been delivering Microsoft solutions for nearly three decades; transforming, enabling, and securing our customers with the evolution of Microsoft business technologies across the UK. Our focused expertise and experience, along with our long-standing relationship with Microsoft, means that when our customers invest in world-class transformation products, they are delivered by our team of leading experts, and managed personally, with competence.



## Customers

We put our customers first, taking responsibility for our actions.



## One Core

We recruit, develop, and retain the best talent in a supportive environment to best serve our customers.



## Responsiveness

We are flexible, approachable, and responsive to our customers' needs.



## Expertise

We are professional and constantly strive to achieve excellence for our customers, peers, and partners.

Core works in a spirit of partnership. We find that this helps us achieve the best outcomes for our customers, which supports our target of building long term, positive and trusting relationships with our customers. This includes offering as much value as possible and finding new way to maximise on your investment. We are proud to be:

- Winner of CRN MSP of the Year 2023. 2023 and 2024 Best Company to Work For (sub £100m) – CRN
- Cyber Essentials Plus and ISO 27001 Certified.



**WINNER**  
CSP of the Year

**CRN  
SALES  
AND  
MARKETING  
AWARDS 2023**

**WINNER**

Best Company  
to Work For  
(Sub £100m turnover)

**CRN  
SALES  
AND  
MARKETING  
AWARDS 2024**

**WINNER**

Best Company  
to Work For  
(Sub £100m turnover)



Crown  
Commercial  
Service  
Supplier