



TRANSFORMING BUSINESS
THROUGH **TECHNOLOGY**

G-Cloud

Service Description



Overview

Workflow Automation and AI

Introduction

We are committed to enhancing public service by enabling the public sector to provide outstanding, citizen-focused digital services. Over the years, we have established a robust trust across the public sector, with our solutions being used by councils and NHS Trusts and Boards, among various other public sector entities.

We believe that the right technological solutions empower the public sector to maximise its capacity to deliver superior experiences for both citizens and staff every day. Our goal is to support the public sector in driving digital transformation at their desired pace, by providing tools that enhance digital independence.

An AI-powered workflow application development platform simplifies digital service creation as well as system, process, and operational integration. Its intuitive development interface enables both business users and professional developers to build digital applications quickly. The power of low-code (as supposed to traditional high-cost 'high-code' development) accelerates the speed of development and increases capacity to deliver case-management workflows, CRM applications, business process automation, and self-service digital applications.

Key features of AI-powered Workflow Automation include:

- A single, contextually relevant, and actionable view of citizens, cases, users, data and processes
- Access to a library of pre-built templated applications that can be downloaded and rapidly adapted.

The low-code workflow automation toolset we use is designed to be user-friendly and powerful, making workflow automation straightforward and accessible for both experienced developers and business users. This approach not only simplifies the process but also accelerates the adoption and effectiveness of digital solutions in the public sector.

Understanding AI-enhanced Workflow Automation

Our cloud-based AI-powered workflow application development platform empowers users to rapidly build transformational applications. Unlock new possibilities by developing enterprise workflows in a visual drag-and-drop interface, catering to both business users and professional developers. Streamline operations and transform employee and customer experiences. Enable collaborative work between business and IT teams to create workflow automations that enhance agility, resilience, and outcomes. Transform processes, unify operations, and accelerate digitisation, delivering digital experiences that enhance your organisation.

Create workflow automations and accelerate delivery timescales by leveraging low-code and AI

Using low-code application development methodologies, our workflow automation platforms enable rapid workflow automation development and deployment. Launch new applications rapidly, reducing development time from months to weeks or days, without the expense and uncertainty of hiring additional developers.

Key benefits:

- Empower your team: Boost the productivity of professional developers with time-saving low-code development tools.
- Increase capacity: Utilise talent from various departments and involve 'business technologists' in the creation process.
- Foster better collaboration: Encourage closer collaboration between business users and developers to ensure every workflow automation meets its objectives.

Create exceptional digital experiences

Develop automated workflow journeys to enhance experiences of citizens and employees. Consolidate fragmented operations and processes, adapting rapidly to evolving requirements.

Key benefits:

- **Seamless connectivity:** Design appealing and user-friendly interfaces for both colleagues and customers.
- **Omni-channel engagement:** Construct applications accessible across various touchpoints, ensuring relevance at every channel, location, and moment.
- **Accelerate journeys:** Simplify and expedite digital journeys by integrating systems, processes, and data seamlessly.

Automate workflows and simplify operational integration

Simplify integration development by streamlining the process and reducing complexity. Seamlessly connect systems, data, and workflows to accelerate innovation.

Applications rely heavily on data, yet developers often spend significant time creating connectors and managing integration logic. Our workflow automation solutions alleviate this challenge, empowering developers to quickly incorporate or construct connectors, web services, and APIs for their applications. Data and workflow integrations can be easily configured and reused.

Key benefits:

- **Accelerate innovation:** Expedite the integration of complex systems.
- **Expedite digital service launches:** Develop with increased agility and productivity.
- **Streamline:** Governance and security measures.

Common Workflow Automation Capabilities and Solutions

Our workflow automation solutions offer versatile capabilities and development tools to accelerate automation across various business scenarios. It excels particularly in case management, business process automation (BPA), business process management (BPM), and applications prioritising user experience across multiple channels.

Team and departmental applications

Streamline case management and workflow automation for efficient data collection, storage, and task management within teams or departments. Integration with enterprise software enhances automation and productivity.

Enterprise Workflow-driven applications

Comprehensive CRM, case management, and BPM tools with both internal and external user interfaces. Robust data management, UX, and workflow capabilities enable the creation of enterprise-grade applications supporting entire business processes. Integration with on-premise data sources and legacy systems is facilitated through adapters, fostering seamless collaboration between cloud-based and on-premise systems.

Multi-experience Workflow-driven applications

Develop engaging web, mobile, messaging, and chat applications that offer rich user experiences and digital journeys. Integration with existing business systems enables extensive workflow automation and user interface customisation across various platforms. Integration with voice, chat, and messaging functionalities enriches self-service user and customer journeys. Numerous client case studies across different industries showcase the versatility and effectiveness of our solution, ranging from organisation-wide CRM systems to claims and grant management applications.

Business digitisation and innovation

Create sophisticated full-stack applications with robust data architecture and integration capabilities. Foundational applications support rapid delivery of business-to-employee (B2E) and business-to-customer (B2C) apps, ensuring consistency in data governance and security frameworks.

What capabilities does AI-driven Workflow Automation provide?

Our workflow automation platforms offer a comprehensive set of features for building robust applications in a single environment. It is designed to be highly flexible and includes the following characteristics:

- **Scalability:** Adaptable from departmental usage to enterprise-wide implementation.
- **Security:** Incorporates built-in IT governance structures to ensure data security and compliance.
- **Speed:** Enables rapid development, updates, and future modifications to custom applications.
- **Deployment:** Facilitates quick and straightforward deployment for end customers/users.
- **Hosting:** Offers flexible hosting options tailored to customer requirements.
- **Feature-rich:** Abounds in functionalities to manage data, workflow, and user experience effectively.
- **Developer-friendly:** Empowers professional developers with advanced capabilities, including the ability to dive into code when necessary.
- **User-friendly:** Provides a simple and intuitive learning curve for business users, who can grasp the basics in a matter of days.

Development Tools

Our workflow automation platforms offer various functions within an intuitive interface, including:

Administration: IT and DevOps teams can oversee and manage multiple applications within their development environment, controlling access and provisioning new instances as needed.

Development

Applications are constructed using drag-and-drop configuration tools, catering to both professional developers and business users. Features enable system architects and analysts to define reusable data objects, integrate with APIs, customise application themes and user experiences, design workflows, and establish governance policies.

Testing

Our built-in automated testing solution simplifies the creation of test scripts to conduct regression testing, enhancing the quality and stability of applications without requiring expertise in coding or testing.

Monitoring

Users can monitor application performance, diagnosing errors and issues efficiently. Dashboards and reports provide insights into server data, messages, APIs, import and export volumes, and overall application performance.

Characteristics of the Workflow Automation Environment

Our workflow automation solutions operate within a Cloud hosted environment (AWS or Azure). Daily backups are the default approach, with flexibility for configuration as needed. Manual rollbacks can be initiated through the solution administration interface. Backup policies in customer-operated environments are subject to customer configuration and setup. Disaster recovery and failover mechanisms are inherent to the Cloud hosting architecture. Cloud hosting facilitates the scalability of our solution to meet the performance requirements specified by each customer.

Workflow Automation and AI 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.

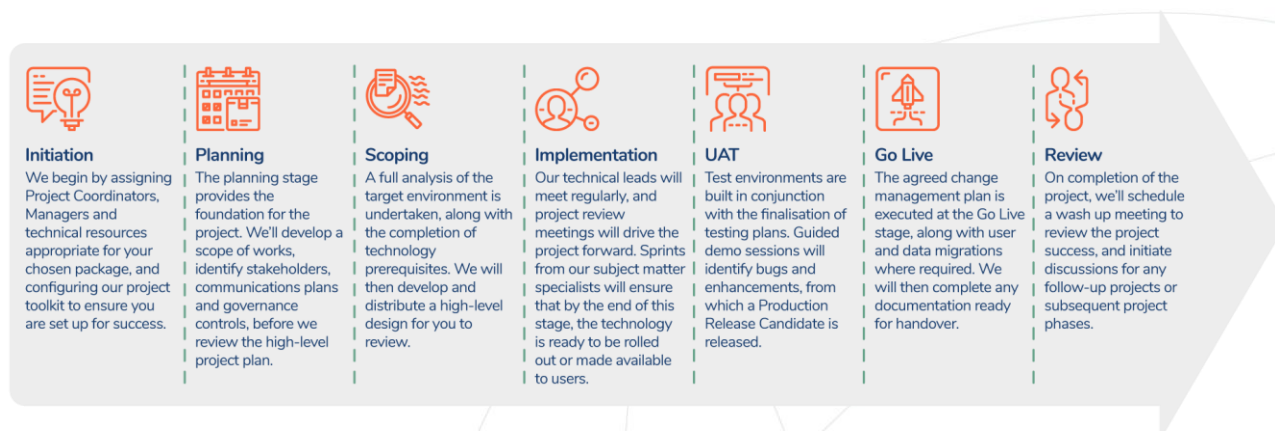
Delivering innovative, business transformation through technology and solutions can often create complex challenges. Effective planning, coordination and communication are key factors in any successful project, and our Project Management services have been developed to drive that success for you, so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

Enhanced Workflow Automation and AI Solutions

Within the wider automation landscape, our Workflow Automation solutions benefit from a range of accompanying features:

- Intelligent task automation: Automate repetitive tasks to enhance productivity with robotic process automation (RPA) assistance.
- Customer experience enhancement: Next-generation contact centre solutions redefine customer engagement by blending digital automation with human interaction.
- Intelligent automation with AI: Incorporate business-ready AI capabilities, providing user-friendly tools to accelerate workflows and enhance engagement.
- Business process analysis and management: Effectively document, analyse, and continuously improve business processes at scale with our comprehensive solution. Accessible and comprehensible to all levels within an organisation.

Workflow Automation Support

Support for the hosted Workflow Automation Service 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.

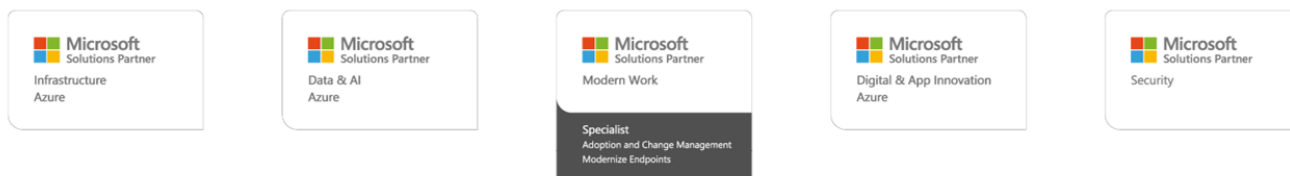
Pricing

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.



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CSP of the Year

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