



TRANSFORMING BUSINESS
THROUGH **TECHNOLOGY**

G-Cloud

Service Description



Overview

Workflow Automation and AI with Mendix

Introduction

Mendix, a low-code app development platform with workflow automation and AI capabilities, revolutionises the public sector by offering tools that accelerate digital service development and enhance citizen engagement with AI-driven insights.

This advanced low-code platform empowers both frontline personnel and IT staff to seamlessly collaborate, optimising public service delivery. Its AI features integrate smoothly with legacy systems, improving operational efficiency and providing mobile-friendly, easy access to services.

Key Features:

- AI-enhanced tools that streamline collaboration between developers and frontline staff.
- Rapid development capabilities with visual programming tools and reusable AI components.
- Comprehensive AI-driven DevOps tools for continuous integration, automated testing, and real-time monitoring.
- An adaptive framework that enables the creation of accessible digital experiences across all devices.
- Sophisticated management of app data, enhanced with AI for smarter querying and robust security.
- Easy integration with existing enterprise systems via JSON, REST, and web services.
- Flexible deployment options, both on-premises and across multiple cloud environments, supported by a cloud-native architecture for scalability and high performance.
- Open model specification with extensive tools that leverage AI to enhance both platform functionality and app performance.
- Recognised as a high-productivity application platform with strong security features tailored for public sector needs.

Benefits:

- Accelerate application deployment by 6-10 times, meeting urgent public requirements more swiftly with AI optimisations.
- Streamline transition to digital channels more effectively, reducing resources and costs with AI efficiencies.
- Achieve up to 98% time savings per public interaction through automated processes and AI applications.
- Enhance system upgrade flexibility and adaptability to changes with AI-driven analytics and decision-making tools.
- Manage shadow IT efficiently while adhering to security and accessibility standards using integrated AI controls.
- Develop robust solutions designed to handle sensitive workloads securely with AI support.
- Utilise AI-powered tools to improve decision-making and optimise cost-benefit assessments.
- Attract and retain talent with user-friendly low-code solutions that simplify complex developments.
- Support multi-agency operations effectively, both online and offline, with AI-facilitated coordination.
- Deliver rapid ROI by starting small and scaling quickly, utilising AI to maximise efficiency and impact.

What is Mendix?

Mendix excels as a workflow automation platform, offering both no-code and low-code options to enhance the efficiency of building and continuously improving mobile and web applications at scale. Positioned to expedite enterprise app delivery throughout the application development lifecycle—from ideation to deployment and operations—Mendix integrates seamlessly into your existing processes.

With tools designed for both Agile and DevOps best practices, Mendix extends its functionality by inviting business stakeholders into the development process, ensuring a deeper alignment across teams. The

platform features:

No code - A web-based visual app-modelling studio, designed for business domain experts with no coding experience.

Low code - An advanced desktop-based visual app-modelling studio for professional developers, which can also integrate with traditional coding IDEs to expand its capabilities.

This dual approach allows business domain experts and professional developers to collaborate effectively, speeding up the app delivery process and enhancing alignment. The platform's cloud-native architecture supports robust deployment, management, and monitoring tools that ensure the availability of enterprise-grade applications.

Emphasising speed, collaboration, and control, Mendix provides a comprehensive solution for your enterprise application delivery needs, particularly in enhancing operational efficiency and citizen engagement in the public sector. Continue reading to explore how Mendix can transform your public sector operations.

How Does Mendix Support Each App Lifecycle Step?

Mendix stands out as a workflow automation platform that supports every step of the app lifecycle, from ideation through development, deployment, testing, and ongoing management—whether in the cloud or on-premises.

Here's how Mendix streamlines these processes.

Ideation & Requirements Management

Ideation is the first crucial step in application lifecycle management. The Mendix Developer Portal revolutionises problem-solving and enhances requirements management for app development projects. It offers tools for sprint and user story management, along with integrated feedback mechanisms through embedded widgets that allow end-users to provide direct feedback within applications. This setup promotes a closed feedback loop, swiftly addressing business queries and supporting rapid iterations. The platform bolsters collaboration using Agile requirements management tools, helping you manage projects and teams efficiently from the outset.

Development & Testing

Mendix facilitates the transformation of ideas into functional apps through its visual modelling languages accessible to various user levels. The development process is made efficient and collaborative by:

- Allowing Business Analysts and Business Developers to utilise Mendix Studio for building and reviewing apps.
- Enabling Developers with programming skills to use Mendix Studio Pro, alongside Java and JavaScript, for more complex builds and extensions.
- Providing Product Owners and Scrum Masters with the Mendix Developer Portal for overseeing user requirements, end-user feedback, and sprint backlogs.
- Incorporating end-users in acceptance testing through the Mendix Feedback Widget, linking their input directly back to the development team for swift actions.

This visual development approach ensures that customer engagement and requirement alignment are maintained throughout the development cycle, with extensible models that allow for detailed feature enhancements and optimisations without compromising the efficacy of model-driven development.

Deployment & Operations

Mendix offers comprehensive cloud deployment options, optimised for compatibility with the latest cloud technologies. Its PaaS-based cloud service, built on Cloud Foundry technology, facilitates easy, fast, and flexible app deployment. Apps run in Cloud Foundry containers with support for both horizontal and vertical scaling without downtime and feature auto-healing capabilities.

With one-click deployment capabilities to any cloud environment or on-premises directly from the Mendix modelling environment, developers of all backgrounds can efficiently deliver applications to users. Mendix empowers development teams to adopt a DevOps approach, allowing a single team to develop, maintain, and support apps in production while meeting strict enterprise standards.

What Can I Build with Mendix?

Mendix excels as a workflow automation platform, enabling you to craft a diverse array of transactional, event-driven, and adjacent applications tailored to any industry, no matter the complexity, performance requirements, or scale. This versatility is showcased in the Mendix App Gallery, which displays a wide range of applications developed using the platform, illustrating the expansive possibilities and capabilities Mendix offers.

What Types of Projects Are a Good Fit for Mendix?

Mendix, as a workflow automation platform, is ideally suited for various project types categorised using Gartner's Pace-Layered Model. This model outlines an organisation's application landscape in three distinct layers, each characterised by different rates of change, driven by the uniqueness of solutions and clarity of requirements.

At the foundational layer is the system of record, a stable platform with slow evolution and clear-cut requirements. The middle layer, the system of differentiation, emphasizes customer-centric approaches and faster change, focusing on unique strategies to maintain competitive edges. The top layer, the system of innovation, is where Mendix truly excels—this layer is for pioneering new ideas with less defined requirements and rapid changes.

Mendix is particularly effective in environments where project requirements are fluid and the pace of change is brisk. According to Gartner's strategy, systems of differentiation or innovation are perfect matches for Mendix's capabilities. It is also well-suited for systems of record when:

- A suitable application is not readily available off the shelf.
- Existing off-the-shelf solutions are too complex, costly, or inflexible.
- More than 20% customisation is necessary.
- The system of record needs to function as a system of differentiation.
- There is a need for enhanced control over future developments and capabilities.

In these contexts, Mendix provides a powerful platform for developing adaptable, innovative solutions that can meet evolving business needs efficiently.

What Are Common Use Cases for Mendix Workflow Applications?

Based on the experiences of hundreds of enterprise customers, Mendix has identified four key use cases where its workflow automation platform excels, particularly when leveraging its low-code development capabilities:

- Innovation Workflow Automation Apps
- Customer Workflow Automation Engagement Apps
- Operational Workflow Automation Efficiency Apps
- Legacy Migration Workflow Automation Apps

How Does Mendix Support Innovation?

Innovation applications, fundamental to developing new digital business models, products, and channels, are a specialty of Mendix's workflow automation capabilities. These applications often harness emerging technologies like IoT and machine learning to discover new value streams. Given their nature—originating from initial ideas with flexible requirements and undergoing rapid changes—they necessitate extensive business involvement throughout the development lifecycle.

Mendix provides key platform features that are particularly advantageous for building these innovation-driven applications:

- **Mendix Studio:** This tool empowers business users to construct prototypes rapidly, which can then be refined and expanded by development teams using Mendix Studio Pro.
- **Seamless Integration:** Mendix includes out-of-the-box connectors that facilitate easy integration with third-party databases and applications. This allows developers to efficiently utilise advanced technologies and connect with legacy systems without heavy reliance on IT resources.
- **Effective Requirements Management:** The user-friendly Developer Portal offers a streamlined process for business users to generate and monitor their user stories. This capability supports a Scrum-based development methodology and significantly reduces the feedback loop between the business stakeholders and the development team, enhancing responsiveness and agility in development.

How Does Mendix Support Customer Engagement?

Mendix excels as a workflow automation platform that enhances the development of customer engagement applications. These apps empower customers and partners to interact more effectively with businesses, improving satisfaction, retention, and ultimately, revenue. Even though businesses generally have a clear concept of these applications, the development teams need to address challenges that arise throughout the application lifecycle. Customer-facing applications must meet high expectations for usability and provide seamless, multi-channel access. They often require operational enhancements and integration with core systems to support both the user experience and underlying business processes.

Key features of Mendix that facilitate the building of customer engagement apps include:

- **Multi-Channel Development:** Using Mendix Studio and Mendix Studio Pro's WYSIWYG page editor, developers can create apps that operate seamlessly across all channels. This tool allows users with limited front-end development or UI design experience to design attractive, engaging, and highly functional multi-channel applications.
- **UI Framework:** This framework supports the creation of pixel-perfect apps, enabling your UI/UX team to develop a consistent design language that can be used across multiple development teams. This promotes uniformity and leverages the capabilities of smaller UI/UX teams effectively.
- **Horizontal Scalability:** Mendix supports the easy addition of resources to manage growing user or process demands, ensuring that applications can scale without performance losses.

Examples of customer engagement applications built with Mendix include agent and broker portals, customer service portals, self-service policy administration apps, claims management systems, and university student service applications. These tools significantly enhance how businesses engage with their users and adapt to their evolving needs.

How Does Mendix Support Operational Efficiency?

Mendix, as a workflow automation platform, is particularly adept at creating operational efficiency applications that streamline employee or partner interactions by automating manual or paper-based processes. These applications are crucial in supporting not just departmental operations but also cross-departmental and company-wide processes, often driven by stringent compliance requirements in regulated industries. A significant feature of these apps is their deep integration with core business systems, which is essential for maintaining operational integrity and robustness.

Key features of Mendix that facilitate the development of operational efficiency apps include:

- **Mendix Studio:** This tool allows business users to quickly build prototypes, which can then be refined and expanded by development teams using Mendix Studio Pro. This capability accelerates the initial phases of app development and ensures that the solutions are closely aligned with business needs.
- **Seamless Integration:** Mendix offers a broad range of tools for integrating with existing systems, ensuring that new applications can be seamlessly incorporated into the organisation's IT landscape. The Mendix Cloud further simplifies the deployment process, allowing for easy and cost-effective

cloud implementation.

These features make Mendix an ideal platform for developing applications that not only reduce operational costs but also enhance efficiency and compliance across various business processes.

How Does Mendix Support Legacy Migration?

Mendix excels as a workflow automation platform that effectively supports legacy migration projects, which are typically business-driven transformation initiatives. These projects go beyond mere lift-and-shift approaches; instead, they involve replacing outdated applications that no longer meet modern requirements or deliver the desired user experience. The new applications developed with Mendix not only introduce new functionalities but also ensure compatibility with existing business processes.

Key features of Mendix that facilitate the development of legacy migration apps include:

- **High Availability:** Offered for all app environments under an enterprise license on the Mendix Cloud, this feature ensures there is zero downtime even in the event of a Mendix Runtime outage, crucial for business continuity during and after migration.
- **Mendix Application Quality Monitor:** This tool sets benchmarks for the maintainability of applications based on the ISO 25010 standard, helping ensure that the new systems are sustainable and not just short-term fixes.
- **Robust Integration Options:** Mendix provides a comprehensive set of tools for integrating with existing systems, making it easier to align new applications with the broader IT ecosystem without disrupting existing operations.
- **Advanced Data Migration Tooling:** Integrated directly within the Mendix platform, tools like visual data mapping allow for the creation of optimal data models for new solutions, ensuring traceability back to systems of record and avoiding the replication of outdated legacy system structures.

Examples of successful legacy migration applications developed using Mendix include modernising systems originally built on platforms like Lotus Notes, Microsoft Access, SharePoint, or Excel to more flexible, scalable, and efficient systems tailored to current and future business needs.

How Is Mendix Different?

Mendix stands out as a dynamic workflow automation platform, adept at both accelerating and simplifying the creation of mobile and web applications that facilitate innovation at web scale. It offers a unique dual approach with both no-code (visual modeling) and low-code (highly extensible, integrated tooling) capabilities on a single platform, making it the only low-code rapid application development and delivery platform that encompasses a comprehensive, integrated set of tools across the entire app lifecycle—from ideation and development through deployment and operation.

Designed to meet the rigorous demands of enterprise-ready applications, Mendix ensures that the apps developed are maintainable, performant, and scalable, effectively handling the complexities associated with enterprise systems and integration. The platform's strong emphasis on collaboration and visual development empowers a diverse range of individuals, regardless of their technical background, to successfully build applications that deliver sustained business value. This inclusivity maximises team collaboration and leverages the collective skills of cross-functional teams to drive impactful results.

How Does Mendix Focus on Adding Business Value?

Adopting a low-code platform like Mendix significantly accelerates the delivery of applications, blending speed with essential elements of collaboration and control to enhance agility and scalability in application development. This integration is achieved by fostering a collaborative environment where business and IT come together, sharing a common language that bridges both domains.

Mendix actively involves business users throughout the application lifecycle, engaging them from the initial ideation and requirements management stages through to continuous feedback processes and direct

participation in development using visual models. This approach not only democratises app development but also aligns it closely with business needs.

The Mendix platform encourages a DevOps-centric workflow, emphasising the role of business users in the development process. This section will further explore how business users, even those without any coding experience, can effectively use Mendix to build and deploy applications, leveraging its workflow automation capabilities to streamline processes and enhance productivity.

How Does Mendix Provide Both Low Code & No Code in a Single Platform?

Both no-code and low-code tools, integral to Mendix, utilise visual and model-driven development concepts to revolutionise application development. While the terms "no-code" and "low-code" suggest different levels of coding necessity, the primary difference lies in the user demographic each targets.

No-code capabilities in Mendix, such as Mendix Studio, are designed for business analysts, business developers, and citizen developers—individuals who may not have extensive software development experience but can still effectively build apps. These tools allow users to create applications without writing any code, making app development accessible to a broader audience.

On the other hand, Mendix Studio Pro offers low-code tools that cater to a more diverse group of developers, ranging from novices to experienced software professionals. This environment supports more complex development activities but still benefits from the ease and speed of low-code approaches.

Organisations looking to leverage the full spectrum of developer talents—from business developers to IT professionals—will find Mendix an ideal platform. It enables users of varying skill levels to collaboratively create applications that address real business challenges efficiently and with robust control mechanisms in place.

The Mendix platform epitomises this integrative approach by providing both Mendix Studio and Mendix Studio Pro, which allow seamless transition and collaboration within a unified development environment. Moreover, the Mendix Development Portal serves as the backbone for this collaborative modeling, ensuring that teams can work together effectively, regardless of their individual experience levels, to deliver solutions that drive genuine business value.

How Does Mendix Support Full Application Lifecycle Management?

The Mendix platform excels as a workflow automation tool with capabilities that streamline the entire application lifecycle. It begins with managing business requirements, where teams can compile user stories, organise sprints, and plan releases. This preparation stage sets the groundwork for efficient application development.

Using Mendix Studio and Mendix Studio Pro, developers can quickly build out these user stories. The platform facilitates the continuous merging of models and deployment of revisions, which are automatically sent for testing. This process is enhanced by the platform's robust collaboration features and a built-in feedback mechanism that allows for real-time input and refinements.

For quality assurance, the Mendix Application Test Suite (ATS) provides comprehensive automated testing capabilities, ensuring that each iteration meets the required standards. Once development phases are completed, deployment is streamlined through the Mendix Developer Portal, allowing for seamless transitions from development to live environments.

Finally, end-users are engaged through the app's built-in feedback mechanism, integral for gathering valuable user insights and fostering continuous improvement. This end-to-end integration not only speeds up application delivery but also enhances the alignment between development outputs and business objectives, demonstrating Mendix's strength in workflow automation.

What Does the Mendix Cloud-Native Architecture Look Like?

Mendix leverages its cloud-native architecture to provide exceptional scalability and flexibility for your applications, crucial for rapid delivery of new functionalities within a workflow automation context. This architecture is designed to support the dynamic needs of modern businesses, enabling applications and nodes to scale seamlessly as demands change.

The platform incorporates built-in Agile and DevOps capabilities, which are enhanced by support for Cloud Foundry, a leading platform-as-a-service (PaaS). This integration allows small, cross-functional teams to develop and deploy microservices-based applications within containers efficiently. Such an approach ensures that applications are highly portable and can be managed with ease across different environments.

Running on AWS, the Mendix Cloud employs Cloud Foundry to maintain a robust, PaaS-based cloud architecture. Within this environment, the Mendix Runtime adheres to the Twelve-Factor Principles, ensuring that your applications perform optimally in a cloud-native setting. This strategic use of cloud technology not only boosts operational efficiency but also enhances the platform's ability to meet the complex and evolving needs of enterprises engaging in digital transformation.

Openness & Extensibility

The Mendix platform is renowned for its openness and extensibility, key features that enhance its capabilities as a workflow automation platform. This flexibility allows for numerous customisation opportunities to meet specific business needs. For instance, you might require a new UI widget or component to enhance user interactions, or perhaps you need to develop a connector using the SDK to integrate an external service or API seamlessly.

Software engineers can utilise the Mendix Model SDK to analyze and ensure the quality of models created by business developers, automating updates to maintain high standards consistently. Additionally, the platform's compatibility allows for the integration of existing investments in various technologies, such as CI/CD pipelines and external requirements and project management tools.

These extensible features empower organisations to customise and enhance their application development environment, making Mendix an ideal platform for those seeking to leverage AI capabilities and streamline their workflow automation processes effectively.

Mendix 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 Mendix 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.

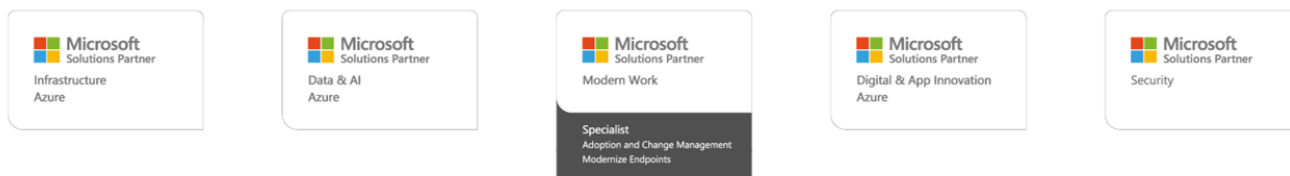
Pricing

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.



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