



Optimised Service Operations Transformation for Public Sector Services

G Cloud 15 - LOT2B

1. Insight

Insight leads the delivery of transformative solutions, supported by a powerful ecosystem of over 6,000 global partners including Microsoft, AWS, and Cisco.

As a Fortune 500 company with a long-standing history of delivering trusted services to the UK Public Sector, we combine our own deep expertise in consulting, advisory, and transformation with partner innovation to create holistic solutions across cloud, data, modern workplace, cybersecurity, and application services.

Guided by proven methodologies and ESG principles, we work collaboratively to design and implement tailored strategies that drive measurable business impact while promoting sustainability and governance excellence.

2. Insight for the Public Sector

Your End-to-End Digital Transformation Partner

As a leading Solutions Integrator, Insight combines deep technical expertise with a vast partner ecosystem to help UK government organisations modernise, innovate, and deliver citizen-centric services. We hold places on over 85 public sector frameworks, offering a compliant, efficient route to digital transformation.

We don't just supply IT; we design, deploy, and manage the solutions that secure your data and unlock value.

Core Areas of Expertise

- **Innovation, Data & AI:** we deliver end-to-end data science and custom AI solutions. From modernising data platforms to deploying bespoke machine learning and spatial computing, we help you unlock the value of your data to drive operational efficiency.
- **Modern Infrastructure & Cloud:** Building scalable, hybrid foundations that reduce technical debt and support multi-cloud strategies.
- **Modern Workplace:** Empowering the public sector with secure, flexible tools to work from anywhere, attracting talent and improving productivity.
- **Cybersecurity:** Comprehensive managed security services, threat detection, identity protection, and compliance management to ensure your data remains sovereign and secure.
- **Modern Apps:** Agile application development creating meaningful and impactful tools that link to tangible benefits, improvements and cost savings.

Our Approach: Consulting, Lifecycle, & Managed Services

We deliver value at every stage of your technology journey, ensuring accountability from strategy to support:

- **Consulting (Architecting the Future):** We bridge internal skills gaps with data-driven strategy. From "Discover & Design" to full-scale migration planning, we ensure your investments solve real public sector challenges.
- **Lifecycle (Seamless Execution):** We take the risk out of procurement and deployment. Leveraging global buying power, we handle everything from supply chain management and imaging and implementation to sustainable asset disposal (ITAD).
- **Managed Services (Always-On Support):** Shift from "keeping the lights on" to innovation. We provide 24/7 infrastructure monitoring, cloud cost optimisation (FinOps), and security operations to ensure resilience.

3. Services

Service Name

Optimised Service Operations Transformation for Public Sector Services

Service Description

Comprehensive consulting for public sector and service industries to digitise, optimise and elevate day-to-day operations, tailored to client-specific regulatory, workforce and customer demands.

Features

- Assessment of current operational workflows and digital maturity
- Design of tailored process optimisation strategies
- Implementation roadmap for digital transformation
- Integration of industry-specific compliance requirements
- Change management and workforce enablement planning
- Custom KPI frameworks for operational performance measurement
- Selection and integration of best-fit applications and platforms
- Data-driven insights for continuous service improvement
- Stakeholder engagement and communication planning
- Ongoing support and performance monitoring post-implementation

Benefits

- Accelerates digital transformation aligned with industry needs
- Improves efficiency in service delivery and resource utilisation
- Reduces operational risks through embedded compliance
- Elevates customer and citizen satisfaction outcomes
- Supports data-driven decisions for ongoing optimisation
- Empowers workforce with new tools and capabilities
- Enhances transparency and accountability in operations
- Facilitates scalable, future-proof service growth
- Drives measurable cost savings across operations
- Mitigates change resistance through stakeholder engagement

Constraints

Requires client participation in discovery; customisation depends on available data and systems maturity.

CONTACT US

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