



Trust. Value. Velocity

G-Cloud 15

Process Excellence (PEX) Consulting Service

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1. About Mastek

Mastek has been delivering Critical National Infrastructure programmes in the UK Public Sector for over a decade now. We are trusted with multiple contracts for the UK Government across Central Government, Health, Local Government, Policing, Public Protection and Defence. The majority of our national services are delivered in a context of high uncertainty and complexity while collaborating in multi-supplier environments.

While working for these large and complex public sector organisations, we have continuously refined our management, delivery and underlying processes to reflect key learnings from the sector:

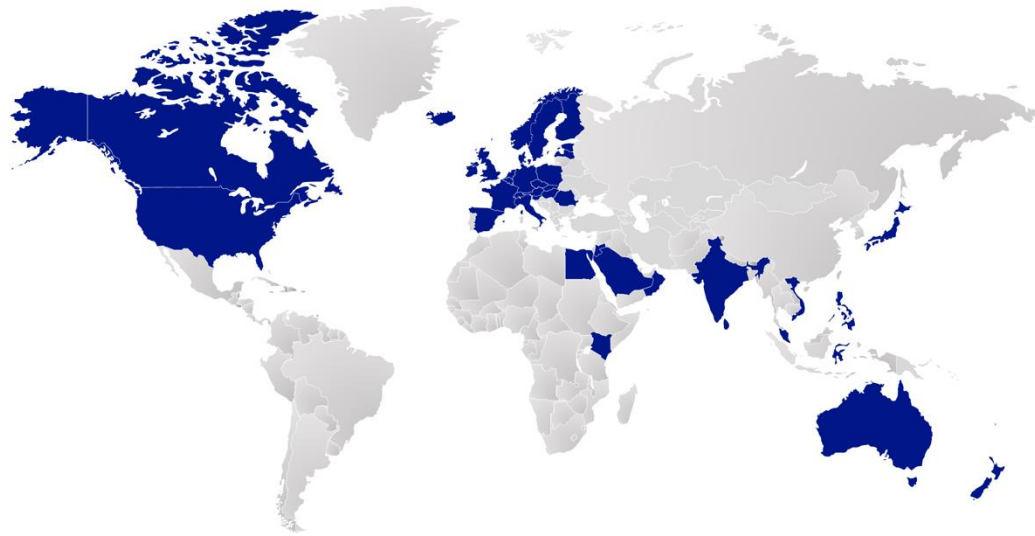
Working through a complex stakeholder landscape: We understand the importance of establishing effective communication channels, building trust and fostering a collaborative working environment that empowers stakeholders to contribute meaningfully to the project's success. Our approach is based on a deep understanding of stakeholder needs and requirements. We leverage our experience and expertise to design governance structures that promote transparency and accountability and use data-driven reporting mechanisms to ensure stakeholders have real-time visibility into project status and progress. At the Home Office, GDS, Ministry of Defence and NHS, we have a proven track record of working seamlessly with large stakeholder groups, including civil servants.

Standards, compliances: We comply with >20 policies and standards, including Government Digital Standards and Government CDDO Service Toolkit covering service standards, service manuals, TCoP, API technical and data standards. Our stringent governance, methods, playbooks and processes (manual and automated) span across service delivery phases, ensuring continuous compliance.

Policy-driven: Policies and procedures largely drive Public Sector organisations. We need to be Agile and flexible to meet demands for policy/regulatory changes, geopolitical events and ministerial commitments.

Culture: We adhere to the Civil Service core values of integrity, honesty, objectivity and impartiality. Key behaviours we promote stem from a combination of Civil Service and Mastek values. These include being passionate, accountable, sustaining predictable and repeatable outcomes, not transferring risk, transparent, leading to enable, acting with transparency, practising a no-blame culture and being flexible.

Mastek's global presence



Australia

Austria

Bahrain

Belgium

Brunei

Canada

Denmark

Egypt

Estonia

Finland

France

Germany

Hungary

Iceland

India

Indonesia

Ireland

Italy

Japan

Jordan

Kenya

Kingdom of Saudi Arabia
(KSA)

Kuwait

Latvia

Luxembourg

Malaysia

Netherlands

New Zealand

Norway

Oman

Philippines

Poland

Romania

Singapore

Slovakia

Spain

Sri Lanka

Sweden

Switzerland

United Arab Emirates (UAE)

United Kingdom

USA

Did you know?

75%

Around three quarters of Local Authorities in the UK who run Oracle have worked with Mastek on their digital transformation journey.

300,000 Users

Supported managing up to 750,000 logins per month to MOD through Identity and Access Management

Crime reduction

We designed, built and manage the UK's Strategic National DNA Database that helps Forensics and Law Enforcement Authorities investigate and stop crime

90% faster

We enabled the National Health Service (NHS) to drive 90% faster response times with a billion pharmacy prescriptions a year.

Technical Service Desk

We provide level 2 and ITSM support for the One Login service at Government Digital Service

22k

Our systems enable 22,000 schools to function efficiently every day of the year.

Healthcare and manufacturing

We delivered Finance, HCM and Supply Chain transformations for clients across health and manufacturing globally powered by Oracle Cloud

Transformation of trade

Transforming UK's trade with the EU and rest of the World by supporting Customs Declarations Services and its trade users.

99.99% Availability

We support the Home Office Biometrics (HOB) Platform, Having migrated it to an AWS platform.

Our digital and cloud services portfolio

Powered by Glide 4.0 and value-based delivery

Industry-aligned approach with business outcomes

Digital engineering and experience	• Cloud engineering and migration • Legacy modernisation • Low code / no code App Dev • DevSecOps • Enterprise integration	• MACH • Digital commerce • UX and CX • Platform engineering • Gen AI software development.
Oracle Cloud and enterprise apps	• Oracle Cloud applications • Oracle consulting • Oracle Cloud infrastructure	• Value-based delivery • Glide 4.0.
Data, automation and AI	• Cloud data modernisation • Business Intelligence and Analytics	• Data management • Intelligent automation • Data Governance.
Salesforce	• Sales Cloud • Service Cloud • Marketing Cloud • Industry Cloud	• Experience Cloud • Mulesoft.
Innovation labs and platforms	• Enterprise workforce scheduler • Connected enterprise • icx-Pro – intelligent part assistant	• iLeaseFinPro.
Cloud enhancement managed services	• Oracle managed services • Digital managed services • Commerce managed services	• Salesforce managed services.

Home Office Biometrics (HOB)

Public sector platform modelled 24x7 with 99.99% availability

Problem

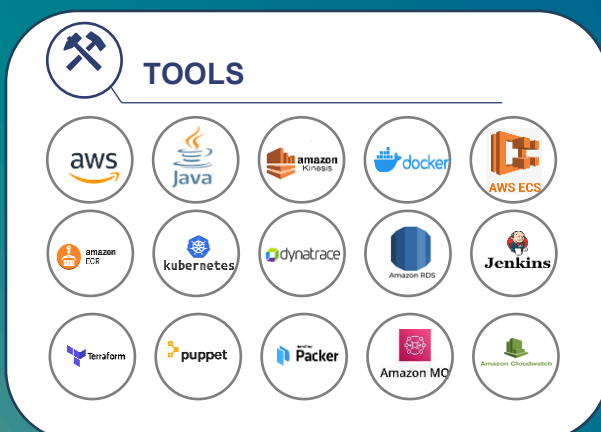
- Transition business-critical Platform services from incumbent supplier with minimal risk
- Migration from private cloud to AWS Cloud.

Solution

- Migrated the infrastructure from private cloud to AWS
- Embedding Kubernetes Containerisation
- Introduced Docker and fully-baked AMIs
- Supporting the platform's self-service functionality using Jenkins Jobs
- Applying security updates to the OS base images through pipelines
- Instituting automated patching and testing for infrastructure images
- Support of configuration, test and releasable artefacts through the pipeline.

Outcome

- **Zero impact** on live service
- **80% automation** of SIT
- Environment Provision **2 days to 1 hour**
- **5x scalability** in handling student BRPs
- Cost saving the authority circa **£9.5m/year.**
- Won the '**Best Use of Cloud Services**' award
- **35%** Incident Volume Reduction.



Government Digital Service

Problem

GDS initiated the One Login programme to create a single front door for identity verification and authentication, which could be adopted and scaled across all government departments. This would improve the user experience by providing the public with a single identification and verification service for the government, reduce costs as each department no longer required its own identity service and reduce identity fraud and identity-enabled crime.

GDS released a tender in June 2023 to provide a Technical Service Desk (TSD) managed service for the One Login service. This service would provide a single point of contact for level 1 and 2 service support as part of the wider support ecosystem. It would be provided in the UK and replace the incumbent's scaled-down non-ITIL-aligned break-fix service.

Solution

In September 2023, Mastek were successfully awarded the TSD contract to deliver TSD on behalf of GDS. GDS had an extremely aggressive programme driven by the onboarding of HMRC as a user, which was a major milestone planned for February 2024, migrating new and existing HMRC users to the One Login platform. The TSD service was expected to go live in November 2023. This was an extremely complex programme which, within this timescale, would deliver:

- The contact centre provider for level 0 directly facing the public
- The TSD supplier in place directly facing all government departments
- The TSD supplier in place providing L1 and L2 engineering support and monitoring
- Continued delivery on the One Login backlog of features
- Continued migration of smaller government departments to the platform.
- Delivery of a new ITSM toolset to be configured for use by GDS and the One Login programme, integrating level 0 to level 3 support
- Working as one team, Mastek quickly integrated into the programme, appointing the leadership team early in the engagement. We collaborated with GDS from the outset, ensuring we tailored the service to their expectations rather than delivering what was written in the contract.

Our leadership team consisted of:

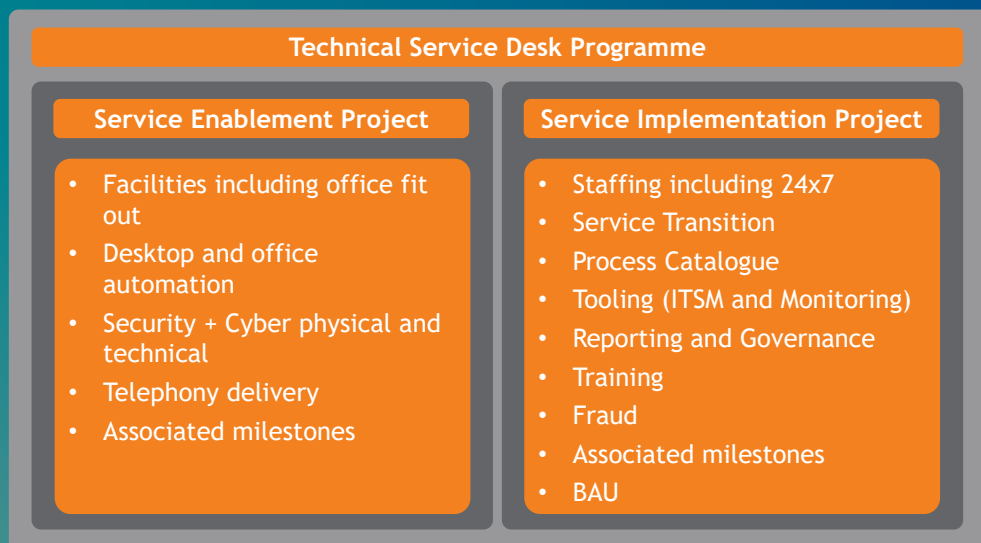
- Service Management Vice President
- Programme Director
- Chief Technology Officer
- Programme Management office lead.

Outcome

At its height, the programme team was circa 15 strong, covering programme/project delivery, PMO, architecture, fraud, security, support, omni-channel and quality assurance. The service team is currently in place providing circa 21 resources now covering end-to-end service management, service delivery and L1 and 2 engineering roles.

As the One Login migrations continue, Mastek is supporting Government departments onboarding to the platform as they transition into the new service and provide One Login a secure Technical Service Desk managed service with:

- Omni channel access for other government departments via telephony, email and web form
- Provision of L1 and L2 engineering support
- 24x7, 365 days a week cover
- 24x7x365 eyes on monitoring service
- Fraud detection and security, GDPR compliant
- End-to-end (L0-3) incident and problem management
- End-to-end 24x7 Major incident management (MIM)
- On-call/call-out engineering support, incident and MI management
- Adherence to stringent SLAs on incident response, call handling and fix times
- End-to-end monthly service reporting alongside TSD KPI and SLA reporting.
- A shift left culture and mindset, reducing the impact of service on product teams (L3)
- Support with service maturity in the programme, preparing GDS to run critical national infrastructure.



Internet-facing platform and applications for Army Digital Services

Developed mobile app and web app with 24*7 high availability

Problem

- New Defence Gateway Portal
- Combine all internet-facing applications into one
- Easy to use
- Enable easier access to the MySeries portfolio of products.

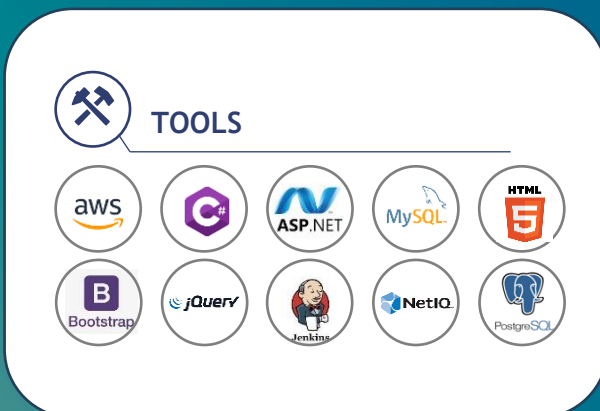
Solution

Designed and developed the following easy-use Progressive Web Apps:

- Defence Gateway Landing Page
- My Leave App
- My Expenses App
- My Health App
- My Details App
- My Appraisal App
- My Admin App
- COVID-19 Reporting Tool
- Commanders' COVID-19 Tool.

Outcome

- Delivered 20+ successful projects
- Deployment Automation
- £7.5m in savings annually
- Zero Downtime
- Environment creation in hours.



Delivered a platform for the Department for Health and Social Care

Delivered capability supporting 200k+ tests in a day,
traced millions of COVID-19 infections

Problem

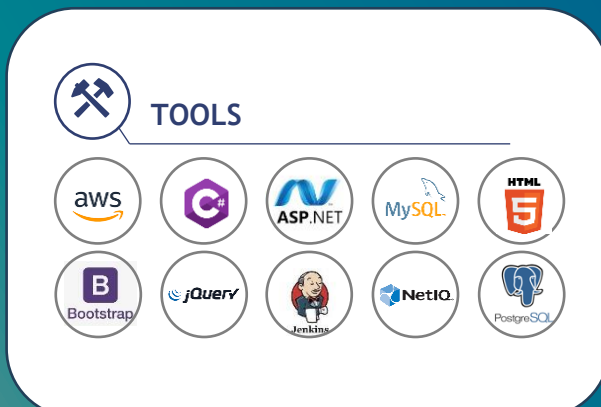
- Leveraging DevOps platform based on reusable GitHub, AWS and Azure DevOps Pipelines
- Introduce more flexible, scalable and reusable IaC capabilities
- Implement CI/CD pipelines.

Solution

- Uplifted from Cloud Formation into Terraform (IaC)
- Pre-built the AMIs using Packer, with automated security checks
- Immutable infrastructure, thus eliminating the risks of partial upgrades and patches
- Continual Cost Optimisation processes and other service functions, such as Change and Risk management
- Migrated into an organisation-wide collaboration toolset. This included Jira, Confluence, Trello, Miro, Teams, SharePoint, O365, Slack, etc.

Outcome

- 75% reduction in lead time due to pre-built AMIs
- Zero Downtime Deployments
- Delivered a Platform - Secured, multi-tenanted hosted on Azure and AWS in 5 weeks
- Cost reduction achieved through close monitoring of resource utilisation.



Mastek and Technology in the Public Sector

Technical Capabilities	Relevant Technology Capability	Mastek Scale
Software Development Continuous Integration, Platform - Other Products, Cloud Collaboration Tools		Software Engineering 2354 FTE
QA and Test ; API, Automated Functional and Compatibility, Accessibility & Performance		QA and Testing 774 FTE
Cloud Platforms Amazon Web Services AWS Microsoft Azure		Cloud Platforms 1046 FTE
Data BI/MI Components, Integration		BI and Visualisation 725 FTE
User-Centered Design		UCD 25 FTE
Office Automation Tools		Collaboration 4565 FTE

2. Summary

Process Excellence (PEX) is crucial for organisations to ensure efficient operations, optimal resource utilisation and consistently high-quality products or services.

It helps identify and eliminate inefficiencies, reduces errors and waste, enhances customer satisfaction and achieves better outcomes. By focusing on process excellence, businesses can streamline operations, increase productivity and maintain a competitive edge in today's dynamic market landscape.

2.1 Key Components of Process Excellence

1. **Standardisation:** Establishing standardised procedures and best practices ensures consistency and reliability across operations. This involves documenting processes, defining roles and responsibilities and implementing quality control measures to maintain standards.
2. **Continuous Improvement (CI):** Embracing a culture of continuous improvement is fundamental to Process Excellence. Organisations regularly analyse processes, gather feedback and implement changes to enhance efficiency, reduce errors and adapt to evolving market dynamics.
3. **Data-driven decision-making:** Leveraging data and analytics enables informed decision-making and process optimisation. Organisations use performance metrics, Key Performance Indicators (KPIs) and data analysis tools to identify areas for improvement and measure the impact of changes.
4. **Automation and technology:** Embracing technology automates repetitive tasks, reduces manual errors and accelerates process execution. Automation tools, workflow management systems and digital technologies enhance efficiency, agility and scalability.
5. **Employee empowerment:** Empowering employees to contribute ideas, participate in process improvement initiatives and take ownership of their work fosters a culture of engagement and innovation. Employee training, cross-functional collaboration and recognition programs promote a sense of ownership and accountability.

At Mastek, Process Excellence stands as a cornerstone of our expertise. From consultation to the seamless deployment of solutions, we have consistently empowered our clients to achieve remarkable process efficiencies. For example, within the Mastek team's dedicated consulting practice, our Process Excellence capability offers a comprehensive suite of services designed to drive transformative change.

We have consistently elevated operational efficiency and service quality through strategic automation integration across all stages of service development, deployment and enhancement.

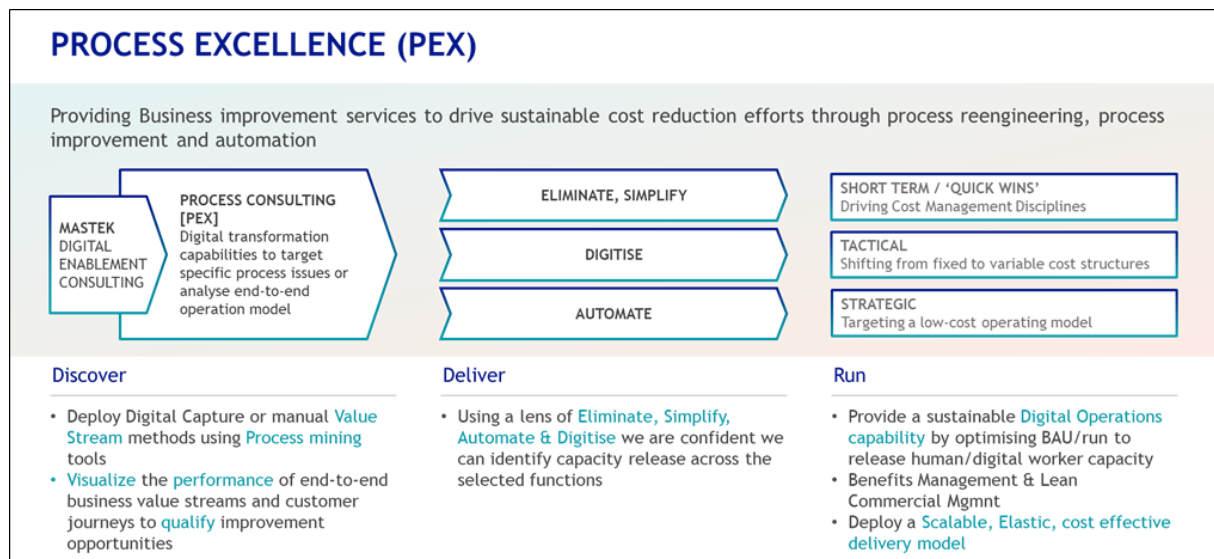


Figure 1: Process Excellence

3. Mastek's Service

Our meticulously structured COE is designed to provide end-to-end support, delivering process transformation across a wide array of organisations; our delivery approach is customer-focused, agile and flexible, accelerated through technology, integrated and outcome-driven

1. **Process Excellence Consultants:** A team of professionals with expertise in process improvement methodologies such as Lean Six Sigma and Business Process Management (BPM). This team should have diverse skills in project management, data analysis, change management and facilitation
2. **Project management:** Project Managers are adept at setting up PEX COEs for clients. They are experienced in managing resources, teams and stakeholders. They have managed multiple implementations for large clients and supported in tracking benefit realisation, project reporting and tracking
3. **Automation experts:** They are responsible for selecting the appropriate set of technological tools and features and ensuring the solution's alignment with enterprise guidelines. Often, our Architects help client teams create business cases to seek budget approvals from higher management for RPA programs.

We must rapidly evolve our offering to provide our clients with the demanded operational and technical solutions for today's persistent challenges.

Our Process Excellence market offering brings our thinking and experience into a best-in-class approach with a focus on the four principles below:

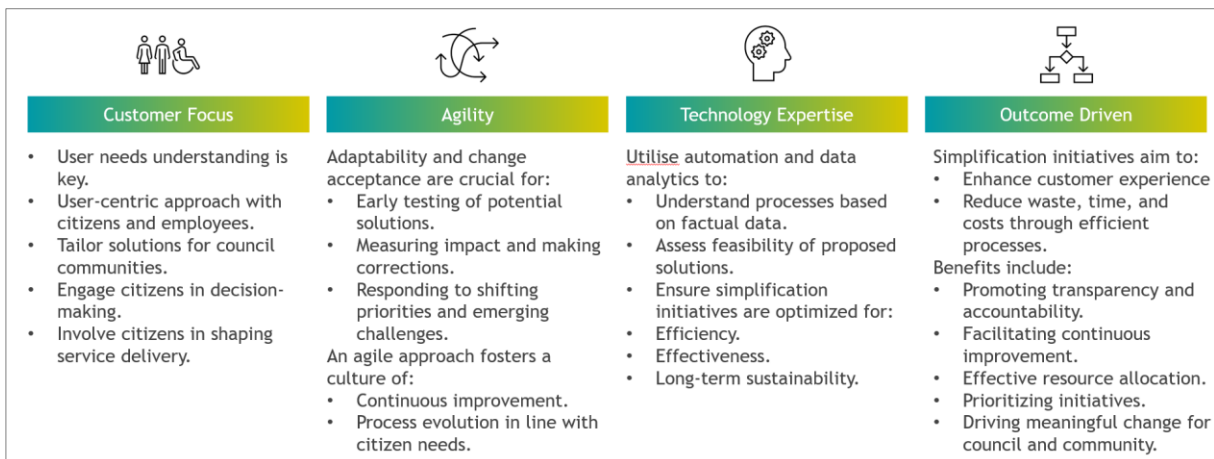


Figure 2: Process Excellence – Four Principles

METHODOLOGIES WE USE...

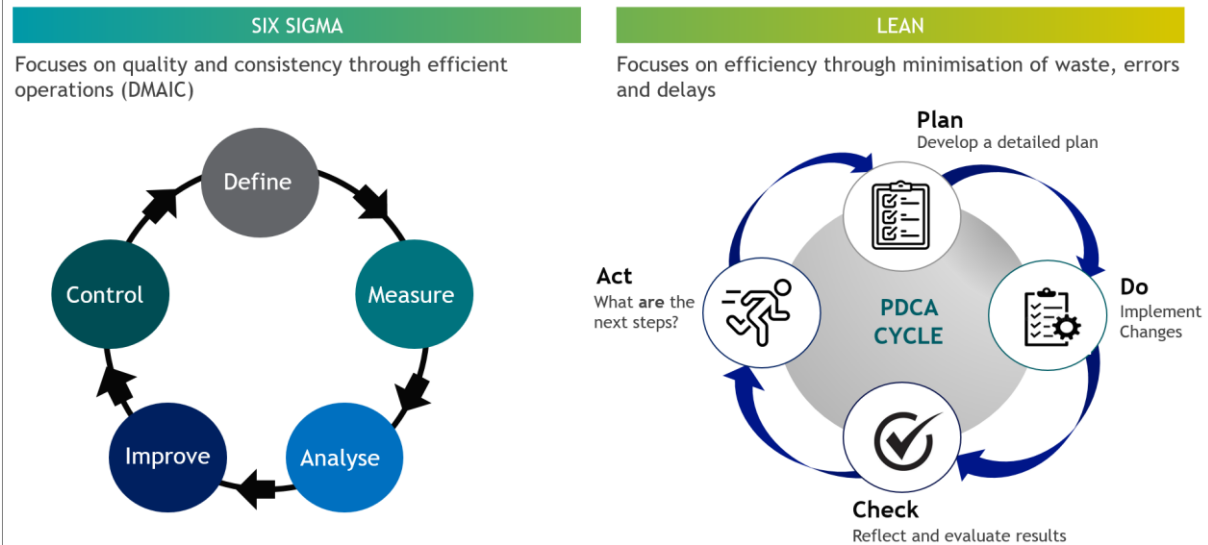


Figure 3: Methodologies

Our end-to-end journey simplification approach:

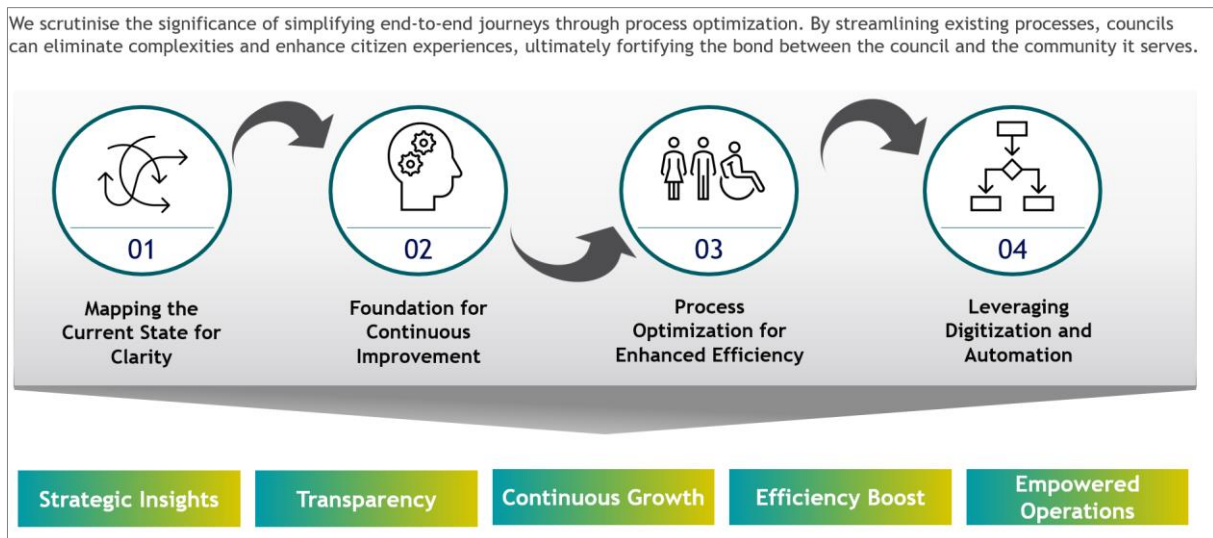


Figure 4: Masteks' End-To-End Journey Simplification Approach

4. Key Features

We apply the right lever, right place and right time and offer the approaches below:

Enhance to Excel: In this offering, we assist organisations in ensuring that their business processes are efficient, effective and economical.

Process Mining and Digital Intelligence: Process mining enables the capture of end-to-end business processes and generates data-driven insights into the root causes of process issues. Process mining enables actionable insights based on process data to optimise operational processes toward strategic goals.

With our established partnerships with ABBYY Timeline, UiPath and Microsoft Power Automate, we can shorten the discovery phase and enable organisations to automatically create an interactive digital twin of their business processes, revealing hidden inefficiencies and identifying opportunities for improvement.

Robotic process automation (RPA): RPA serves as a critical component within our comprehensive automation toolkit, driving us toward achieving process excellence objectives while minimising or eliminating disruptions to existing services.

5. Business Benefits

Improved efficiency: Streamlining processes, reducing bottlenecks and eliminating non-value-added activities enhance operational efficiency and reduce cycle times. This results in cost savings, resource optimisation and faster time to market.

Enhanced quality: Standardising processes, implementing quality control measures and fostering a culture of accountability ensure consistent delivery of high-quality products and services. This boosts customer satisfaction, loyalty and brand reputation.

Cost reduction: Identifying and eliminating waste, optimising resource allocation and minimising rework and errors lead to significant cost savings.

Increased agility: Agile processes enable organisations to respond quickly to changing market conditions, customer needs and competitive pressures. Flexibility, adaptability and responsiveness are critical for sustaining competitive advantage in dynamic business environments.

Innovation and growth: Continuous improvement fosters innovation, fosters a culture of experimentation and drives business growth. Process Excellence enables organisations to identify new opportunities, develop innovative solutions and capitalise on emerging trends.

6. Technologies, Languages, Tools, Methods and Vendor Support

- Process Mining: ABBYY Timeline Process and Task Mining, UiPath Process Mining
- RPA.

Practice	 • Enablement – Delivery, Customer & Partner • Asset Knowledge bank ◦ Reusable components ◦ Intelligent Document Processor ◦ Mastek Accelerated Automation Program	Partners   Gold Microsoft Partner  
Our Offering	Intelligent automation covering • Robotic Process Automation, • Cognitive Process Automation • Artificial Intelligence Offering Covers • RPA Consulting & Process Discovery • Build & Setup IT & Business collaborated COE • Intelligent document processing • Professional Services for Bot development life cycle	
Why Mastek?	90+ certified team members • Developer • Business Analyst • Automation Specialist • Solution Architect • Infrastructure Engineer • Project Manager • Process Improvement Consultant 150+ Automations delivered across • Finance • Pharma • Reality • Quality Analytics in Retail • Shared Services • Manufacturing • Health Care providers 30+ Assets & Solutions	

Figure 5: Automation Practice

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