



Trust. Value. Velocity

G-Cloud 15

Low Code Implementation 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, the Ministry of Defence, and the NHS, we have a proven track record of working seamlessly with large stakeholder groups, including civil servants.

Standards, compliance: We comply with >20 policies and standards, including Government Digital Standards and the Government CDDO Service Toolkit, covering service standards, service manuals, TCoP, and 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

Accelerate your digital journey by quickly transforming your ideas into innovations using Mastek's expertise in **Low-code/No-code Application platforms**. We enable business and IT collaboration to rapidly build multi-experience, enterprise-grade applications. We utilise the capabilities of Low-code platforms to establish a visually driven model that expedites the journey to business value while minimising costs.

This is backed by our Agile expertise and DevSecOps practices, which bring together development, testing, operations and line-of-business stakeholders to foster collaboration and continuous integration, delivery and monitoring of the applications running on these platforms.

Our secure global delivery model will complement your Low-code/No-code application platform investment with customisation or other products as needed, such as open-source development frameworks, integration platforms and content management platforms. This will help to round out your portfolio of technologies based on their alignment with your current and future business needs.

3. Masteks Service

Four decades and counting, our customers trust us to deliver technology solutions that improve the lives of millions. Mastek has an impressive track record of 96% on-time delivery and 2.5 times less defect density ratio compared to the industry norms. We take a customer-centric, incremental value-delivery approach to drive innovation and work collaboratively using flexible commercial models, ensuring the highest delivery performance, quality improvements and productivity.

Mastek has successfully supported customers in how they compete, create and capture value on their digital modernisation journey by designing robust, elastic and resilient enterprise-grade applications using various Low-code/No-code application platforms, such as Microsoft Power Platform, OutSystems, Pega, Mendix and Appian.

Our Low-code/No-code implementation services include:

- Low-code/No-code application platform consultancy.
- Application rationalisation using a Low-code/No-code application platform.
- Design and development of multi-experience B2E, B2B and B2C applications.
- Build Intelligence with a Low-code/No-code application platform.
- Integration services.
- Low-code/No-code application exit strategy and outsourced development.
- Product expertise across popular Low-code/No-code application platforms.
- Best practices, standards and guidelines for Low-code/No-code applications.

4. Key Features

Key features of our services are:

- Low-code/No-code application platform consultancy:
 - Provide consultancy to select and rationalise the Low-Code/No-Code application platform as part of your strategic “Hybrid Application Platform” portfolio. Deliver proof-of-concept deliverables and assist you in building a viable business case.
 - Supporting business case creation.
 - Creation of an exemplar - Proof-of-Value.
 - Enable your business/transformation teams to select the right candidates for low-code development, best practices, mistakes to avoid, etc.
 - For customers already on the Low-code/No-code journey, our experts can help validate the approaches to get the best value from the platform investments.
- Application rationalisation using a Low-code/No-code application platform using a visual model-driven approach
- Use a Low-code/No-code application platform to rebuild and modernise Legacy applications previously built as custom monolithic applications.
- Design and development of multiexperience B2E, B2B and B2C applications:
 - Mobile Apps: Design and develop custom mobile apps for iOS and Android phones and tablets that can be enterprise-signed and deployed by the customer to public and/or private app stores.
 - Modern/Progressive Apps: Design and develop modern responsive websites and single-page applications with support for service workers to enable progressive web app functionality.
 - Conversational Apps: Design and develop custom chatbots that can be deployed in websites, mobile apps, popular messaging platforms or voice-enabled virtual assistant platforms.
 - Immersive/Wearable Apps: Design and develop augmented or virtual reality experiences in mobile apps or head-mounted devices and other wearable devices
- Build intelligence with a Low-code/No-code application platform:
 - Implement the Low-code/No-code platform provided with built-in AI services or integrate Cognitive Services by Microsoft Azure, Cloud AI by Google Services, Machine Learning by Amazon Web Services and other third-party AI services into applications to enable a highly engaging and powerful user experience.
- Integration services:
 - Integration services for faster integration of emerging technologies from Low-Code/No-Code application platforms and core legacy systems lead to insights into deriving new value from the legacy systems.
- Low-code/No-Code application exit strategy and outsourced development:
 - Enable you to draft a Low-code/No-code application exit strategy and, wherever legally obliged, take development and delivery activities of the enterprise-grade applications as custom bespoke applications.

- Product expertise across popular Low-code/No-code application platforms:
 - Product expertise across popular Low-code/No-code Application platforms from vendors like Microsoft Power Platform, OutSystems, Pega, Mendix and Appian.
- Best practices, standards and guidelines for Low-code/No-code applications:
 - Enterprise repository with best practices, standards and blueprints for Low-Code/No-Code Applications across the continuum, such as foundation, common, industry-specific and Organisation-specific.

5. Business Benefits

- Improvement in productivity by 10x.
- Reduce development time by 3/4.
- Cut IT project cost by 2/3.
- Accelerate digital transformation and time-to-business value.
- Faster time to market, quicker feedback cycles, faster innovation cycles.
- Faster integration with legacy applications to derive new value from them.
- Consistent experience in aligning the technologies across the landscape.
- Enable sharing of code, building blocks and services.
- Unify development activities.
- Embedded governance for better control across the entire application development.
- Enable collaboration between business and IT for both citizen and professional development to build enterprise-grade applications.
- Democratisation of development without shadow IT and reduced dependency on IT.

6. Technologies, Methods and Vendor Support

#	Technologies	Methods	Vendor support
1	Low-code application platforms	• Agile • DevSecOps • Rapid application development.	• Microsoft Power Platform, OutSystems, Pega, Mendix, Appian.

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Mastek UK Ltd.
100 Brook Drive, Green Park,
Reading, Berkshire
RG2 6UJ
+44 (0)118 903 5700
Email: g-cloud@mastek.com

