



Trust. Value. Velocity

G-Cloud 15

Salesforce Field Service Management Service

Contents

1.	About Mastek	3
2.	Summary	13
3.	Mastek's Service	14
3.1	Implementation Approach	14
4.	Key Features	16
4.1	Work management	16
4.2	Scheduling and dispatch	16
4.3	Workforce management and controls	16
4.4	Mobile execution (technician experience)	16
4.5	Parts, inventory and depot operations	16
4.6	Customer communications and experience	16
4.7	Analytics and performance	17
4.8	Automation and intelligence (optional, depends on your edition and licensing)	17
5.	Business Benefits	18
5.1	Improved operational efficiency and productivity	18
5.2	Reduced operational and service delivery costs	18
5.3	Higher first-time fix and service quality	18
5.4	Improved compliance and auditability	18
5.5	Enhanced customer and citizen experience	18
5.6	Increased workforce engagement and retention	18
5.7	Greater visibility and control of field operations	18
5.8	Better demand and capacity planning	19
5.9	Faster response to change and unplanned events	19
5.10	Improved data quality and management information	19
5.11	Scalable and future-proof service model	19
5.12	Improved integration across the organisation	19
5.13	Faster time to value	19
5.14	Reduced operational risk	20
5.15	Stronger value for money and transparency	20
6.	Technologies, Languages, Methodologies and Vendor Support	21

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:

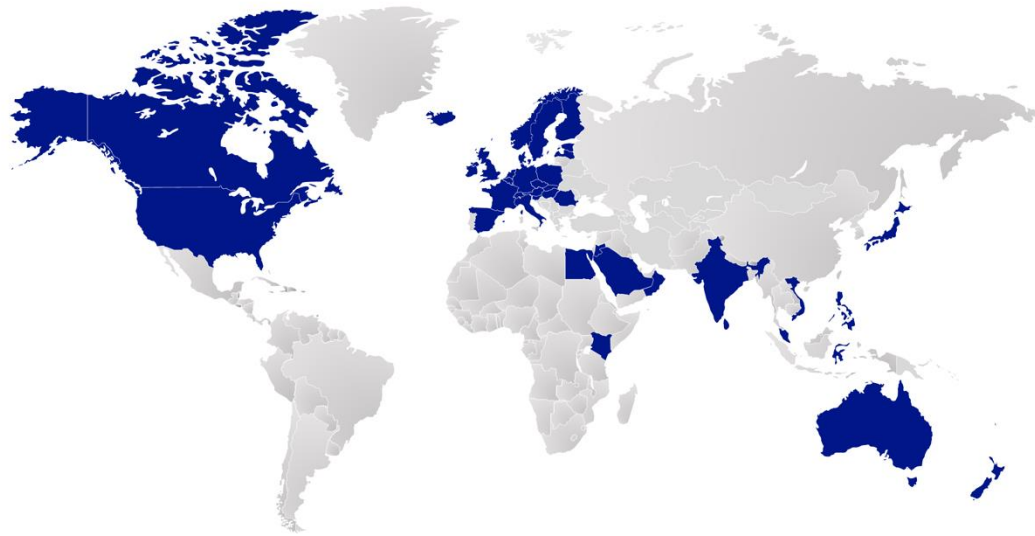
Working through a complex stakeholder landscape: We understand the importance of establishing effective communication channels, building trust and fostering a collaborative working environment that empowers stakeholders to contribute meaningfully to the project's success. Our approach is based on a deep 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.

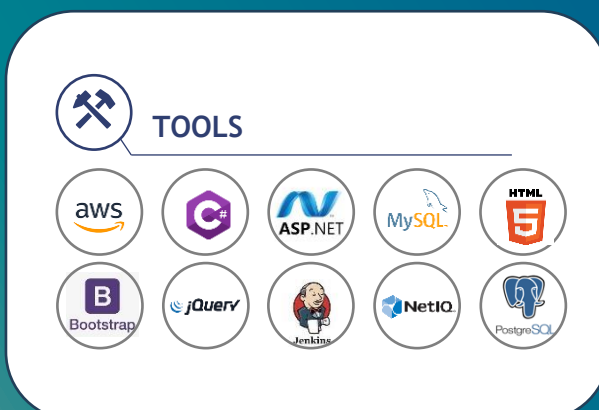
Solution

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 a 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

As a Summit-level Salesforce systems integration partner, Mastek focuses on customers looking to leverage Salesforce CRM, Agentforce A.I. and Industry cloud solutions to unify data and processes across their entire enterprise. We specialise in simplifying digital solutions for customers, reducing complex integrations and unifying multiple cloud platforms.

We are customer-led service experts who take service to a whole new level, partnering to deliver excellence for all our customers.

With our proven Roadmap to Results process, our team adds their expertise to your team to craft innovative solutions that answer your organisation's operational challenges today and grow as you grow.

Our Digital Application and Engineering services help our clients achieve their digital journey at speed and with scale. We provide industry-specific, omnichannel, multi-cloud Salesforce expertise and system integration expertise across all Salesforce capabilities, from Sales Cloud to Agentforce, as well as MuleSoft to Informatica.

We provide services to build API ecosystems, modernise legacy systems with new-age digital technology platforms using micro-services, migrate to cloud platforms and ensure quality delivery with Agile service methodologies and an integrated DevSecOps approach.

3. Mastek's Service

Mastek, as a Summit Level partner, provides a complete service offering to design, implement, integrate, optimise and support **Salesforce Field Service** (Salesforce's field service management capability on the Salesforce Platform) for UK public sector organisations. We deliver end-to-end outcomes, including improved first-time fixes, reduced travel, higher asset uptime, safer lone working, better customer communication, and clearer operational performance.

This service helps you modernise and run field operations using **Salesforce Field Service** to plan, schedule, dispatch and execute work across mobile workforces (repairs, inspections, installations, maintenance, statutory visits and safety checks). We provide:

- Discovery and service blueprinting aligned to your operating model and statutory obligations.
- Solution design (data, security, integration, mobile, scheduling and workforce management).
- Configuration and build using best practice Salesforce patterns, with accessibility and usability baked in.
- Integration with CRM, contact centre, EAM/ERP, finance, HR/rosters, telephony, GIS and IoT where required.
- Testing and assurance (functional, performance, security, UAT, operational readiness)
- Deployment with cutover planning, training and hypercare.
- Continuous improvement and managed service to keep the solution reliable, secure and adoption-led.

The service supports multi-team, multi-location operations and can be tailored for:

- Housing repairs and compliance visits.
- Estates and facilities management.
- Highways, street works and environmental services.
- Healthcare community services and equipment servicing.
- Blue light support functions (fleet/estates), utilities and regulatory inspections.

3.1 Implementation Approach

a) Discovery and plan

- Current-state assessment (process, systems, data quality, workforce constraints)
- Target operating model alignment (roles, governance, KPIs, control points)
- Prioritised backlog and delivery roadmap
- Benefits case and measurement approach.

b) Design

- End-to-end process design (case/incident → work order → appointment → mobile execution → completion → billing/closure)
- Data model and information governance mapping
- Integration design (APIs/events/batch), error handling and monitoring design
- Security model (profiles/permission sets, sharing, audits, retention).

c) Build and configure

- Work types, service appointments, work orders, assets, products/parts, SLAs, territories
- Scheduling policies, skills, operating hours, travel rules, capacity model
- Mobile experience configuration (offline, forms, checklists, photos, signatures)
- Automation (Flows), approvals, notifications and customer comms.

d) Test and assurance

- Test strategy, scripts and evidence packs
- Performance and scheduling validation (load/volume, peak-day simulations where feasible)
- Security controls verification and admin runbooks.

e) Deploy

- Release management, change communications, cutover and data migration support
- Training (dispatchers, supervisors, technicians, admins)
- Hypercare and stabilisation.

f) Operate and improve

- Service desk, incident/problem/change management
- Enhancement pipeline, adoption analytics, feature releases
- Continuous optimisation of scheduling policies and mobile workflows.

4. Key Features

4.1 Work management

- Work Orders and Work Types for standardised job definitions, SLAs, steps and required skills/parts.
- Service Appointments with time windows, duration, location and customer constraints.
- Assets and Maintenance Plans for scheduled servicing, inspections and preventative maintenance.
- Entitlements / SLAs (where used) to enforce response and resolution targets.

4.2 Scheduling and dispatch

- Dispatcher Console for real-time visibility of schedules, maps, capacity, exceptions and alerts.
- Policy-based scheduling using skills, territories, priority, travel time, operating hours, job dependencies and constraints.
- Optimisation to reduce travel and improve utilisation (within configured business rules).
- Multi-day scheduling for longer jobs and planned maintenance programmes.
- Schedule changes and re-optimisation during disruptions (sickness, emergencies, overruns).

4.3 Workforce management and controls

- Skills, certifications and licences to allocate only appropriately qualified resources.
- Service Territories and location strategies (patch-based, depot-based, dynamic regions).
- Operating hours and shifts with constraints for breaks, lone working rules and safety considerations.
- Capacity planning views to anticipate demand vs supply and manage backlog.

4.4 Mobile execution (technician experience)

- Mobile app experience for job details, navigation, checklists, forms, parts and knowledge
- Offline capability for low/zero connectivity environments (config dependent)
- Capture evidence: photos, notes, barcodes (where applicable), customer signatures, completion codes.
- Time tracking and job status updates for accurate performance and audit trails.
- Guided steps and safety prompts to ensure compliance and reduce variation.

4.5 Parts, inventory and depot operations

- Parts usage against jobs, consumption tracking and replenishment requests.
- Inventory locations (van stock, depots) and transfers (process dependent).
- Return/repair flows for failed parts (where designed).

4.6 Customer communications and experience

- Appointment booking and notifications (SMS/email via your chosen comms service).
- ETA and status updates (where configured and data is available).

- Self-service portals (via Salesforce Experience Cloud, if used) for appointment changes, job visibility and feedback.

4.7 Analytics and performance

- Operational dashboards: utilisation, travel time, first-time fix, backlog, SLA compliance.
- Service performance reporting by location, team, work type, asset and contractor.
- Data quality and exception reporting to improve planning accuracy.

4.8 Automation and intelligence (optional, depends on your edition and licensing)

- Workflow automation using Salesforce Flow for approvals, triage and escalations.
- Knowledge and guided troubleshooting to support technicians.
- AI/analytics add-ons (where licensed) to improve triage, recommendations and summarisation.

5. Business Benefits

5.1 Improved operational efficiency and productivity

- Optimised scheduling reduces idle time, travel inefficiencies and manual dispatching.
- Automated work allocation ensures the right technician attends the right job the first time.
- Standardised work types and mobile workflows reduce job handling time and rework.
- Increased technician utilisation without increasing headcount.

5.2 Reduced operational and service delivery costs

- Lower travel and fuel costs through intelligent routing and territory planning.
- Reduced overtime through better capacity planning and schedule optimisation.
- Fewer repeat visits due to improved first-time fix rates.
- Reduced administrative overhead by automating planning, approvals and reporting.

5.3 Higher first-time fix and service quality

- Skill-based assignment ensures appropriately qualified technicians attend jobs.
- Mobile access to asset history, knowledge articles and checklists improves accuracy.
- Guided workflows and safety prompts reduce errors and non-compliance.
- Better parts visibility reduces failed or incomplete visits.

5.4 Improved compliance and auditability

- Consistent capture of job outcomes, evidence, signatures and timestamps.
- Clear audit trails for statutory inspections, safety checks and regulated visits.
- Standardised processes reduce operational risk and variation across teams.
- Easier compliance reporting for internal governance and external regulators.

5.5 Enhanced customer and citizen experience

- More reliable appointment windows and reduced missed visits.
- Proactive communication on appointment status and changes.
- Faster response times for urgent or high-priority work.
- Increased trust through consistent, professional service delivery.

5.6 Increased workforce engagement and retention

- Intuitive mobile tools reduce frustration and administrative burden.
- Clear schedules, job instructions and expectations improve job satisfaction.
- Reduced unnecessary travel and last-minute schedule changes.
- Better support for lone workers through structured processes and visibility.

5.7 Greater visibility and control of field operations

- Real-time dashboards provide insight into workload, performance and risks.

- Early identification of backlogs, capacity issues and SLA breaches.
- Improved decision-making through accurate, timely operational data.
- Enhanced ability to manage in-house teams and contractors consistently.

5.8 Better demand and capacity planning

- Clear understanding of demand by work type, location and time period.
- Ability to model capacity constraints and future workforce requirements.
- Improved planning for seasonal demand, emergency response or policy changes.
- Reduced service disruption through proactive planning.

5.9 Faster response to change and unplanned events

- Dynamic rescheduling in response to emergencies, absences or overruns.
- Improved resilience during incidents, weather events or service surges.
- Ability to rapidly reprioritise work without manual replanning.
- Greater operational agility in high-pressure situations.

5.10 Improved data quality and management information

- Single, trusted view of jobs, assets, technicians and service history.
- Reduced reliance on spreadsheets and disconnected systems.
- Improved data accuracy through mobile capture at the point of service.
- Reliable performance metrics to support continuous improvement.

5.11 Scalable and future-proof service model

- Platform supports growth in workforce size, service volume and complexity.
- Easily extendable to new services, teams or geographies.
- Reduces dependency on bespoke legacy systems.
- Supports long-term digital transformation strategies.

5.12 Improved integration across the organisation

- Seamless flow of information between customer service, field teams and finance.
- Reduced duplication of data entry and manual reconciliation.
- Better coordination between contact centres, planners and technicians.
- More joined-up service delivery across departments.

5.13 Faster time to value

- Configurable, proven platform reduces time to deploy new capabilities.
- Use of best-practice accelerators reduces implementation risk.
- Early delivery of measurable benefits through phased rollout.
- Rapid improvement without lengthy custom development.

5.14 Reduced operational risk

- Improved governance and control over field activities.
- Reduced reliance on individual knowledge or manual processes.
- Increased resilience through standardised and documented workflows.
- Better management of health, safety and lone working risks.

5.15 Stronger value for money and transparency

- Clear measurement of performance against KPIs and service outcomes.
- Better cost control through visibility of effort and resource usage.
- Supports evidence-based decision making and benefits realisation.
- Aligns service delivery with public value and accountability expectations.

6. Technologies, Languages, Methodologies and Vendor Support

#	Technologies	Languages	Methodologies	Vendor Support
1	Salesforce Field Service	-	-	-
2	Mulesoft	-	-	-

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