



Trust. Value. Velocity

G-Cloud 15

Salesforce Managed 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 grounded in a thorough understanding of stakeholder needs and requirements. We leverage our experience and expertise to design governance structures that promote transparency and accountability, utilising 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 and compliances: We comply with over 20 policies and standards, including Government Digital Standards and the Government CDDO Service Toolkit, which covers service standards, service manuals, TCoP, API technical and data standards. Our stringent governance, methods, playbooks and processes (both manual and automated) span across service delivery phases, ensuring continuous compliance.

Policy-driven: Policies and procedures primarily 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, being transparent, leading to enablement, acting with transparency, practising a no-blame culture and being flexible.

Mastek's global presence



Australia	Indonesia	Oman
Austria	Ireland	Philippines
Bahrain	Italy	Poland
Belgium	Japan	Romania
Brunei	Jordan	Singapore
Canada	Kenya	Slovakia
Denmark	Kingdom of Saudi Arabia (KSA)	Spain
Egypt	Kuwait	Sri Lanka
Estonia	Latvia	Sweden
Finland	Luxembourg	Switzerland
France	Malaysia	United Arab Emirates (UAE)
Germany	Netherlands	United Kingdom
Hungary	New Zealand	USA
Iceland	Norway	
India		



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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.



TOOLS



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:

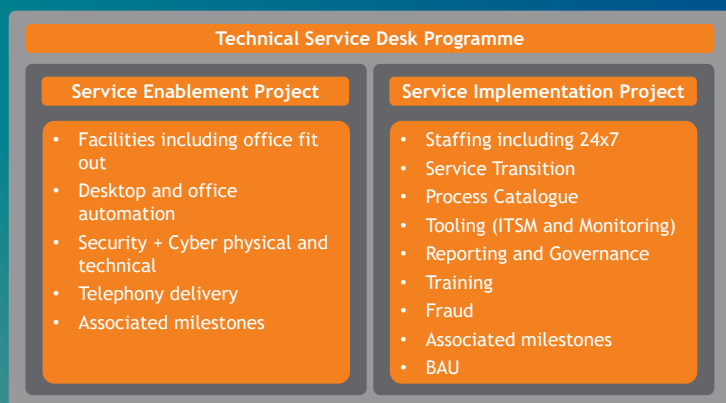
- Service Management Vice President
- Programme Director
- Chief Technology Officer
- Programme Management office lead.

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.



TOOLS



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.



TOOLS



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 to reduce complex integrations and unify 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's Salesforce Managed Services provides ongoing, outcome-focused support for public sector Salesforce estates. We help you run, improve, secure and continuously optimise Salesforce across Service Cloud, Sales Cloud, Experience Cloud, Marketing Cloud (where applicable), Data Cloud and associated integrations.

We operate as an extension of your internal team, delivering day-to-day administration, incident and problem resolution, minor and major enhancements, release and environment management, automation and process optimisation, configuration and development and security and compliance support.

The service is designed for organisations that need dependable Salesforce capability without the overhead of building a full in-house team, or for those who need specialist capacity to augment existing teams. We support single organisations, multi-organisation environments and complex integrations, including identity, data platforms and line-of-business systems.

We provide a structured intake and delivery process, along with service governance, transparent reporting and service improvement. Work is delivered through a prioritised backlog, service desk processes and release planning aligned to your organisational change controls. The service can be delivered fully remote or in a hybrid model.

3.1 Service Scope

- Service desk intake (portal/email/teams), triage and prioritisation.
- Incident resolution and service restoration.
- Root cause analysis and problem management.
- Standard Salesforce admin tasks.
- Configuration and declarative development (Flows, layouts, objects, validation, etc.).
- Apex/LWC development (where required and agreed).
- Integration support and troubleshooting (including liaison with third parties).
- Release management and deployments.
- Documentation and knowledge base updates.
- Reporting and governance (weekly/monthly).
- Security support and periodic access reviews (by agreement).

3.2 Service Deliverables

- Service onboarding pack and runbook (contacts, escalation, processes).
- Agreed SLAs and service catalogue.
- Prioritised backlog and delivery plan.
- Release notes for each deployment.
- Monthly service report (incidents, requests, changes, capacity, risks).
- Updated documentation (configuration, integrations, data model, support KB).
- Quarterly service improvement plan (where requested).

G-Cloud 15 – Salesforce Managed Service

This service supports ongoing operations and change. If you require significant implementation (new org, major redesign, migration), we provide this as a separate professional service or a structured workstream within managed services (if agreed).

4. Key Features

- Multi-tier support model: L1/L2 service desk, L3 engineering and specialist Salesforce architects available on demand.
- Salesforce administration: user management, roles, profiles, permission sets, queues, omni-channel, case management and configuration.
- Enhancement delivery: backlog triage, user stories, design, build, test, deploy and documentation for change requests.
- DevOps and release management: version control, CI/CD, packaging strategy, deployment automation, release calendars and rollback plans.
- Incident, problem and change management aligned to ITIL practices and your internal governance.
- Proactive monitoring and health checks: org limits, performance, storage, integration failures and scheduled job monitoring.
- Security hardening and access reviews: least-privilege design, periodic access audits, security posture improvements.
- Salesforce security and compliance support: configuration guidance and evidence support for audits (e.g., access logs, change records).
- Data management: data quality improvements, deduplication approaches, archiving strategies and controlled data loads.
- Automation and productivity: Flow optimisation, approval processes, routing, email-to-case, templates and macros.
- Integration support: API troubleshooting, middleware coordination (e.g., MuleSoft or alternatives), SSO and identity integrations.
- Environment management: sandbox strategy, refresh management, test data creation and environment configuration drift control.
- Quality assurance: regression testing support, test scripts, UAT coordination and automated testing approaches (where applicable).
- Service reporting: KPIs, SLA performance, backlog metrics, release notes and monthly service review packs.
- Continuous improvement: quarterly roadmap workshops, technical debt reduction and optimisation planning.

5. Business Benefits

- Improved service reliability through structured incident/problem management and proactive monitoring.
- Faster delivery of change with a managed backlog and repeatable release processes.
- Reduced operational risk via access controls, audit-ready change records and security best practice.
- Better user satisfaction through responsive support, training and usability improvements.
- Cost-effective capability by flexing capacity and specialist skills when needed.

6. Technologies, Languages, Methodologies and Vendor Support

#	Technologies	Languages	Methodologies	Vendor Support
1	JIRA			
2	GitHub			
3	Debug Logs			
4	Apex, Flows, Process Builder			
5	CodeScan			
6	Reports or Dashboards			

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