



Trust. Value. Velocity

G-Cloud 15

Salesforce Public Sector Industry Cloud 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:

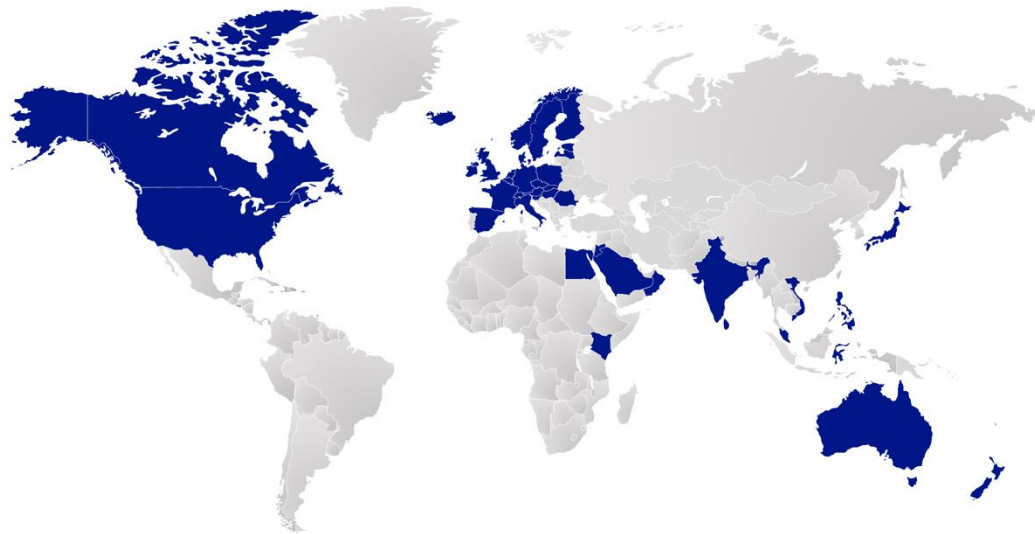
Working through a complex stakeholder landscape: We understand the importance of establishing effective communication channels, building trust and fostering a collaborative working environment that empowers stakeholders to contribute meaningfully to the project's success. Our approach is based on a deep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

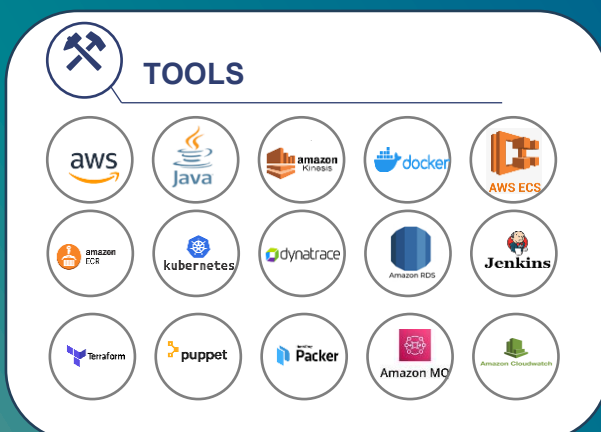
- Transition business-critical Platform services from incumbent supplier with minimal risk
- Migration from private cloud to AWS Cloud.

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:

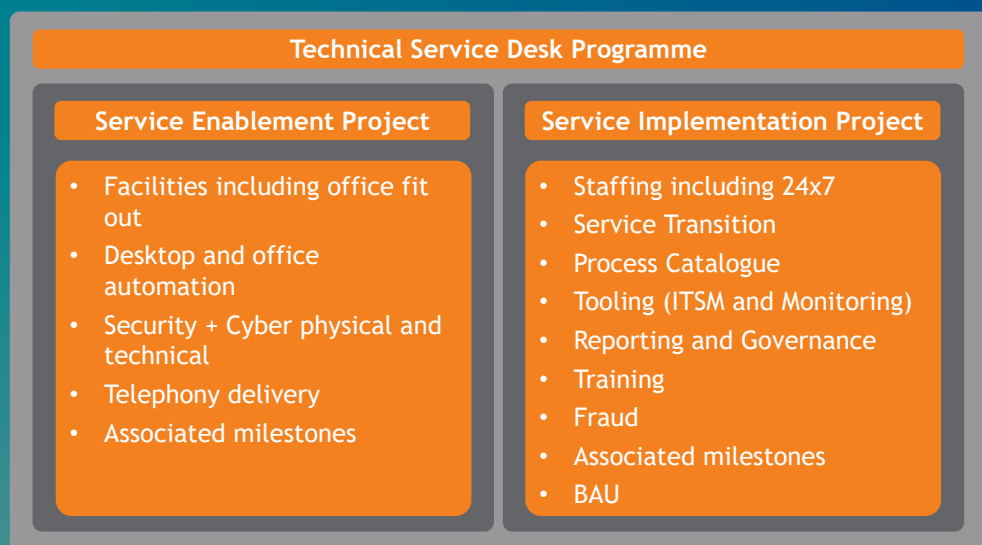
- Service Management Vice President
- Programme Director
- Chief Technology Officer
- Programme Management office lead.

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.

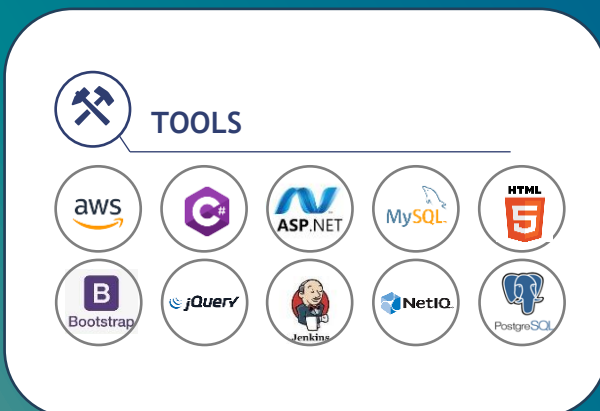
Solution

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

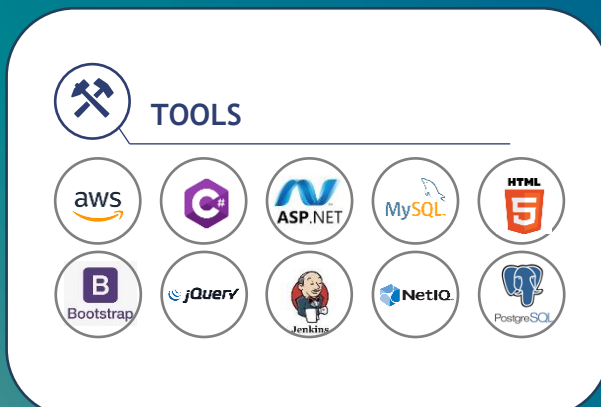
- Leveraging DevOps platform based on reusable GitHub, AWS and Azure DevOps Pipelines
- Introduce more flexible, scalable and reusable IaC capabilities
- Implement CI/CD pipelines.

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

Mastek specialises in crafting tailored, comprehensive solutions that cater to the unique needs of public sector organisations, leveraging the power of **Salesforce Public Sector** Solutions.

Since 2012, we have successfully executed numerous Salesforce public sector projects across the USA, customising our approach to meet each client's unique requirements. With a proven track record and a delivery approach focused on out-of-the-box configuration, we strive to reduce implementation and support costs while mitigating risks.

What truly distinguishes us is our unwavering commitment to exceptional customer service. Consistently achieving 4.9 out of 5 customer satisfaction scores in Salesforce App Exchange, we prioritise people and processes before technology. Our teams invest time in thoroughly understanding your organisational culture and unique needs, crafting precisely tailored services.

Harnessing the robust and configurable Salesforce platform, we empower public sector organisations to streamline processes, bolster citizen engagement and enhance operational efficiency. Our tailored Public Sector Solutions automate traditionally paper-based and cumbersome processes, such as issuing licenses and permits, conducting inspections and assessments and managing social services programs and benefits.

Through powerful no-code and low-code tools, we expedite the rapid development and deployment of custom applications, allowing organisations to swiftly adapt to evolving requirements and deliver exceptional services to their constituents. Our expertise ensures seamless integration of Salesforce technologies with other systems, providing efficient and user-friendly solutions for a comprehensive view of constituents. Moreover, we leverage the potential of rapidly evolving Generative AI (Artificial Intelligence) technology, enabling organisations to promptly capitalise on its benefits within the Salesforce ecosystem.

Mastek's services encompass the entire project lifecycle, from initial consultation and requirements gathering to system design, implementation, change management and ongoing support. Our track record of successful implementations underscores our unwavering dedication to delivering high-quality solutions that effectively meet our clients' diverse needs and objectives.

3. Mastek's Service

Mastek offers extensive value-added services tailored for customising licensing, permitting and inspection applications.

Here is a comprehensive breakdown of the services provided:

- **Requirement gathering:** Mastek engages in workshops, interviews and process analysis to grasp the agency's specific licensing, permitting and inspection needs.
- **Gap analysis and customisation:** Identifies gaps between agency requirements and the public sector solutions capabilities to determine the necessary customisations. Mastek implements customisations leveraging the power of Salesforce Core Clouds and Public Sector Solutions.
- **System design:** Based on gathered requirements, Mastek meticulously designs and implements a system, including crafting a data model within Salesforce to capture agency-specific data.
- **User interface design:** Mastek works closely with the agency to design and configure user interfaces tailored to meet user experience requirements.
- **Customer portals:** Mastek configures customer-facing portals for various functions, including application intake, fee payment and license and permit management.
- **Workflow automation:** Mastek configures customised workflows within Salesforce to automate specific tasks throughout the various processes handled through the system.
- **Mobile applications:** Configuration of mobile applications optimised for inspectors and case workers, enabling access to critical information on the go, even in areas with limited connectivity.
- **Document generation:** Mastek creates document templates and generates documents aligned with the agency's needs.
- **Integration:** Mastek seamlessly integrates the Salesforce platform with external systems, encompassing legacy systems, Geographic Information Systems and payment gateways. This streamlines data flow and fosters operational efficiency across the organisational ecosystem.
- **Reporting and dashboards:** Configuration of custom reports and dashboards within Salesforce to provide insights, track key metrics and facilitate data-driven decisions.
- **Data migration:** Aid with migrating data from existing legacy systems to the new Salesforce-based system.
- **Methods:** Mastek primarily embraces Agile methods, with the agility to adopt a hybrid approach seamlessly integrating Waterfall methodologies for requirement gathering and design phases and Agile methodologies for subsequent development cycles.
- **Testing:** Thorough testing, including unit testing, integration testing and user acceptance testing with agency staff, ensures the customised application meets quality standards.
- **Change management:** Mastek supports change management activities, including training, communication plans and aiding during the customised application's initial rollout.
- **Ongoing maintenance:** Provision of ongoing maintenance and support to ensure the smooth operation of the customised application, address bugs, provide updates and facilitate future enhancements.

4. Key Features

4.1 Salesforce Platform

The cloud-based Salesforce platform, comprising Sales Cloud, Service Cloud and Experience Cloud, forms the core of Public Sector Solutions and is an integral part of the product. This platform provides robust capabilities in relationship management, case management, collaboration, integration and data insights. It provides a comprehensive 360-degree view of constituents, empowering organisations to serve, manage and interact with them more effectively.

4.2 Data Model

The Public Sector Solutions data model is specifically designed to cater to the unique needs of government agencies. Whether the organisation focuses on issuing licenses and permits, conducting inspections and assessments, managing social services programs and benefits, or a combination of these, the Public Sector Solutions data model is tailored to accommodate the organisation's unique requirements.

4.3 Industry Common Layer

Empowered with a suite of no-code and low-code components and tools, the platform harnesses its robust data model to augment functionality. Components such as OmniStudio, Action Plans, Document Tracking and Approvals, OmniStudio Document Generation and the Business Rules Engine enable the automation of traditionally paper-based and cumbersome processes. Leveraging common layer components, organisations can effortlessly create dynamic forms accessible to constituents via a public portal, streamline application reviews and approvals, perform intricate policy calculations and much more. The Industry Common Layer is leveraged across the various stages of an application process lifecycle.

The following provides a brief overview of each stage, along with the corresponding common layer components used.

4.3.1 Intake Process

In the intake phase, applications and their supporting documents are received and processed efficiently. OmniStudio plays a crucial role in this phase, allowing for the creation of dynamic and guided application forms using OmniScripts on the Experience Cloud site. Upon submission of applications and intake forms, the following industry common layer components are utilised to automate review and approval processes:

- Document checklist items: Routes submitted documents to appropriate reviewers for approval.
- Intelligent Document Automation: Routes scanned documents to the relevant queue for review and approval.
- Action launcher: Enables quick initiation of referral or complaint intake processes, along with other common tasks.
- Action plans: These track the review and approval process steps and assist users in managing to-do items.
- Record alerts: Notifies reviewers when an application requires action.
- Business rules engine: Determines policy decisions and program eligibility and calculates benefit amounts.

- Decision explainer: Provides reviewers with insight into policy decisions and eligibility determinations.
- DataRaptor and OmniScript PDF action: Attaches completed forms to application records as PDF files for comprehensive documentation.

4.3.2 Approvals and Eligibility Determinations

In many cases, approvals and eligibility determinations involve more than just routing and reviewing documents. For licenses and permits, onsite inspections may be required, while program and benefit determinations may necessitate offline or virtual assessments.

Public Sector Solutions offers dynamic assessments, leveraging the Discovery Framework, to help determine constituent eligibility for various programs and services.

The Discovery Framework provides a data model that enables data collection through OmniScript forms and validation against policy criteria. To facilitate the assessment of constituent eligibility for programs, benefits and various services, the following industry common layer features are leveraged:

- Action plans: Defines assessment tasks.
- OmniStudio integration procedures: Maps and stores data from assessment responses to Salesforce objects.
- Action launcher: Facilitates quick communication with constituents, such as emailing follow-up questions or logging calls.
- Party relationship groups: Allows support determinations for households and other constituent groups.
- Life events: Provide a comprehensive overview of significant events in a constituent's life.
- Actionable Relationship Centre (ARC): Illustrates constituent relationships via an interactive graph.
- Timeline: Offers a chronological view of constituent interactions with your agencies.
- Identity verification: Ensures secure communication with intended constituents or authorised representatives.
- Interaction Summaries: Enables detailed recording of meeting and conversation notes.

4.3.3 Delivery

Business process automation within Public Sector Solutions significantly streamlines the notification process for constituents regarding approvals and rejections. Additionally, the following components within the industry common layer contribute to efficiently delivering services to constituents:

- Decision explainer: Provides constituents with insight into the reasoning behind policy decisions and eligibility determinations.
- OmniStudio document generation: Enables quick, accurate and consistent creation of documents such as official correspondence, certificates, grant award letters, contracts and inspection reports.
- OmniScript flows: Empowers constituents to appeal determinations effectively.

4.3.4 Monitoring

Providing services entails ongoing engagement, where caseworkers and case managers must continuously interact with constituents, addressing inquiries and monitoring progress. Additionally, constituents are required to reapply, recertify and notify agencies of any changes that affect program eligibility for licenses, permits, grants and benefits. To efficiently manage these tasks, leverage the following industry common layer features:

- Account lightning record page: This page equips service representatives with components like Timeline, Action Launcher, Record Alerts and Interaction Summaries on a single page for seamless access to relevant information and tasks.
- Identity verification and audit trail: Ensures secure communication with intended constituents while maintaining a comprehensive list of engagement records.
- Service process studio: Facilitates the creation of complex processes automating responses to service requests from constituents.
- Intelligent document automation: Tracks and archives documents shared with constituents.
- Decision explainer: Preserves decision logs and audit application data.
- OmniScript flows: Allows constituents to renew, recertify and start the whole cycle over again

4.4 Prebuilt Apps

All the aforementioned common components are integrated into several prebuilt applications, each uniquely combining elements of the platform, the data model, the industry common layer and automation to serve specific requirements. The following is the list of Prebuilt apps and an overview of the key features of the app:

4.4.1 Licensing and Permitting

This application empowers constituents to effortlessly submit and track applications for individual and business licenses and permits through dynamic forms published on a user-friendly public portal. It utilises automated processes to review and approve applications, ensuring integrity and consistency throughout the workflow.

- Configure regulatory framework: Government agencies issue licenses and permits to ensure businesses and individuals comply with legal and regulatory requirements relevant to their activities. Public Sector Solutions offers a comprehensive regulatory framework, defining compliance standards for licenses and permits across industries and constituents served. The regulatory compliance framework represents the responsible departments or agencies, regulatory codes specifying compliance requirements and criteria utilised by inspectors and reviewers to assess and report compliance or noncompliance.
- Configure license training requirements: Many regulatory authorities mandate completion of a course of study or passing an exam as prerequisites for issuing professional or occupational licenses. These licensing tests evaluate a test taker's comprehension of health and public safety measures crucial for consumer protection within their scope of practice. The Public Sector framework provides infrastructure for tracking the completion of training and testing prerequisites required for professional and occupational licenses.
- Configure regulatory transaction fees: The application enables the configuration of fees associated with license and permit applications, inspections and fees assessed for regulatory code violations.

- **Approval process:** The application allows users to configure automation features, empowering intake agents, compliance officers and other users to quickly and efficiently review and approve applications for licenses, permits, programs and services.
- **Automatically calculate fees:** The application enables the configuration of a business rules engine to calculate fees automatically.
- **Provide insights into policy decisions:** The application provides the decision explainer component that quickly shows the reasoning behind the Business Rules Engine fee determination and calculation
- **Issue a license:** Upon completion and approval of all reviews and inspections, the application issues and tracks the licenses and permits granted to the constituents
- **Constituent portal:** The application allows you to configure portals where constituents can apply for licenses and permits and view and manage their applications, inspections and fees.

4.4.2 Inspection management

This application enables inspectors to efficiently conduct and manage inspections and assessments to ensure ongoing regulatory compliance, issue licenses and permits and address public complaints.

- **Configure inspections:** The application facilitates the configuration of inspections for onsite visits to ensure regulatory code compliance, record inspection results and document violations. It also allows for customising checklists outlining tasks inspectors complete during visits to assess code compliance and capture corresponding responses.
- **Resource management and routing:** The inspections application offers robust resource management capabilities, allowing efficient allocation and tracking of personnel for inspections. Its advanced routing features also streamline scheduling and optimise routes for inspectors to conduct multiple site visits daily, ensuring timely and efficient inspections.
- **Conduct inspections:** The application offers both a mobile and desktop app for conducting inspections, ensuring functionality even in remote areas with limited internet connectivity. After an inspection, compliance officers can promptly follow up by creating Violation Enforcement actions for any violations found.
- **Dynamic assessment framework:** The application offers a dynamic assessment framework, granting inspectors, caseworkers and compliance officers flexibility and control over inspections, investigations and evaluations. With Dynamic Assessments, users can design detailed assessment questions and tasks that incorporate conditional logic and dependencies, ensuring comprehensive inspections that adhere to all applicable safety, legal and regulatory requirements.
- **Manage complaints:** The application offers features for reviewing public complaints regarding inspections and assessments, accessing their supporting documents and scheduling visits to investigate the concerns.

4.4.3 Benefits Management

The benefits management application aids individuals, families and organisations in achieving self-sufficiency through monetary assistance:

- **Configure social insurance benefits:** The application allows for the configuration of social insurance policies to aid constituents facing economic hardship, enabling eligible individuals to enrol and track contributions. Additionally, it captures claims, claim items and claim

participants, recording approval status and benefit eligibility and assigning benefits to constituents accordingly.

- **Configure eligibility assessment flow:** The application offers features to define eligibility criteria, establish assessments, customise forms using OmniScript and create decision matrices.
- **Automate eligibility determination:** The application utilises the Business Rules Engine to assess benefit eligibility and determine benefit amounts for qualified applicants.
- **Configure a benefits assistance portal:** The application enables the configuration of assistance portals for constituents, utilising Discovery Framework assessment questions and OmniScripts to capture applicant information and store responses. It ensures applicants are kept informed of application progress through automated desktop notifications and emails triggered by status changes. Additionally, it facilitates the setup of guided flows for constituents to report changes in circumstances affecting benefit or service eligibility.
- **Process benefit applications:** The application offers features to verify the completeness and accuracy of applications under review, correcting details based on evidence and returning applications for additional information if necessary. Upon completion, eligible applicants are assigned a benefit amount.
- **Disburse benefits:** After the benefits are assigned, flows are configured to disburse the benefits.

4.4.4 Provider Management

The provider management application captures details about service providers, their facilities and their specialities:

- **Provider service delivery:** The application maps benefits to provider specialities, allowing caseworkers to search for suitable providers and facilities for constituents and make referrals. It also tracks a constituent's enrollment and attendance in benefit sessions offered by specific providers or facilities.
- **Provider search:** The application offers features for provider search, assisting caseworkers in finding suitable providers to deliver services to constituents and facilitating actions on providers. The search experience varies depending on the provider type, the required information for action and the available actions.
- **Provider referral:** The application offers features to configure provider referral guided flows, streamlining the process for caseworkers to share relevant information with providers. This includes details such as required services, necessary documentation and other pertinent information to facilitate effective service delivery.
- **Provider portal:** The application enables the configuration of a provider portal for certified service providers, allowing them to process constituent referral requests, track service delivery, manage their information and collaborate effectively with agencies and constituents.

4.4.5 Justice and Investigative Case Management

This application manages all aspects of case proceedings, encompassing civil and criminal proceedings, appeals, mediation and arbitration. It facilitates effective collaboration with stakeholders to track proceedings from complaint filing through investigations to results and outcomes:

- **Complaint intake portal:** The portal enables constituents and their legal representatives to easily file complaints for justice and investigative cases directly from the portal. Additionally, the portal also allows for filing case deferrals.

- Review and approve requests: The application can be configured to facilitate easy review and approval of requests.
- Manage case proceedings: The application enables the capture of case proceedings to track details of criminal or civil legal proceedings, recording decisions and rulings of legal proceedings.
- Track events: The application offers features to capture case episodes representing events related to legal proceedings, such as remanding a defendant to detention, suspending a driver's license, or temporarily placing a child in foster care during legal proceedings.
- Manage custody item: The application allows capturing a custody item to track physical or digital evidence in one or more cases or case proceedings, connect the item to a regulatory code violation and track the possession of a custody item.

4.4.6 Grantmaking

The grantmaking application enables agencies to engage with grant seekers and manage the entire grant life cycle:

- Manage funding opportunities and submissions: The application tracks the organisations and people involved in grants and grant applications, manages funding opportunities that include application details and manages reviews and approvals of grant applications and budgets.
- Grant seeker portal: This portal allows Grant seekers to learn about and apply for funding opportunities, submit a proposed budget, upload documents and report back about the use of the funds and their progress against KPIs (Key Performance Indicators) and goals.
- Manage budget: The application enables the management and tracking of complex budgets broken down by category and period, as well as the allocation of actual budget expenditures at a high or category and period level.
- Manage grant applications: The application framework supports tracking, reviewing and approval of applicants' submissions.
- Manage funding awards: The application tracks the details of a grant award, such as the amount, the contract timeframe and the budget for how the funds are spent.

4.4.7 Emergency Program Management

The solution provides constituents with emergency program information, incident updates and applications for services and aid during crises:

- Emergency support portal: The solution offers a portal that can be configured to highlight emergency programs and services available to public agencies, hospitals and individual constituents. It also allows constituents to request permits for building access or to reopen businesses to the public and to apply for assistance programs such as food delivery services.
- The inspection app allows field responders to deliver emergency services efficiently. After the business reopens, the permit is approved and inspectors can use the app to verify that the site complies with local health and safety ordinances.

4.4.8 Employee Experience

The solution empowers government employees to be more connected, effective and productive by centralising scalable and secure IT (Information Technology) and HR (Human Resources) processes within a robust digital ecosystem.

- Employee workspace: It provides a centralised digital hub for employees to access essential tools and resources seamlessly.
- Employee concierge: An intuitive employee support app within the Employee workspace.
- Employee concierge bot: An intelligent Einstein bot facilitates an efficient search of Concierge articles and tickets within the Workspace chat.
- HR service centre: This comprehensive feature equips HR specialists with a powerful tool to streamline case management and automate employee-facing HR processes through out-of-the-box workflows.

5. Business Benefits

- Cost savings achieved through automation and streamlined processes, reducing manual workloads and enabling efficient resource allocation.
- Improved inter-departmental and external stakeholder communication, fostering collaboration and seamless information exchange.
- Streamlines workflows by automating manual tasks, freeing staff time for more complex tasks and citizen interaction.
- Accelerated processing time due to automation and efficient access to information leads to quicker turnaround times for citizen requests.
- Optimised staff allocation and resourcing enabled by enhanced visibility into workloads and resource allocation.
- Convenient citizen access for submitting applications, tracking statuses and accessing relevant information.
- Personalised communication throughout the process, providing citizens with a seamless and informative experience.
- Standardised processes ensure consistent application of regulations and procedures across the organisation.
- Improved compliance and accountability through a clear audit trail of all actions taken within the system.
- Enhanced data management with centralised data storage in Salesforce, ensuring data accuracy, accessibility and robust reporting capabilities.
- Informed decision-making facilitated by real-time data insights and comprehensive analytics
- Leveraging Salesforce's scalable platform to accommodate the agency's future growth and evolving needs.

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

#	Technologies	Languages	Methods	Vendor support
1	Salesforce Core	Apex, JavaScript	Agile, Waterfall	Managed Services
2	Public Sector Solutions	Apex, JavaScript	Agile, Waterfall	Managed Services
3	MuleSoft	Java, Groovy, DataWeave	Agile, Waterfall	Managed Services
4	Testing tools	-	Agile	Managed Services
5	Marketing Cloud	-	Agile, Waterfall	Managed Services

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