



Trust. Value. Velocity

G-Cloud 15

Low Code Application Delivery using Microsoft
Power Platform and AI 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 contexts of high uncertainty and complexity, while collaborating across 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:

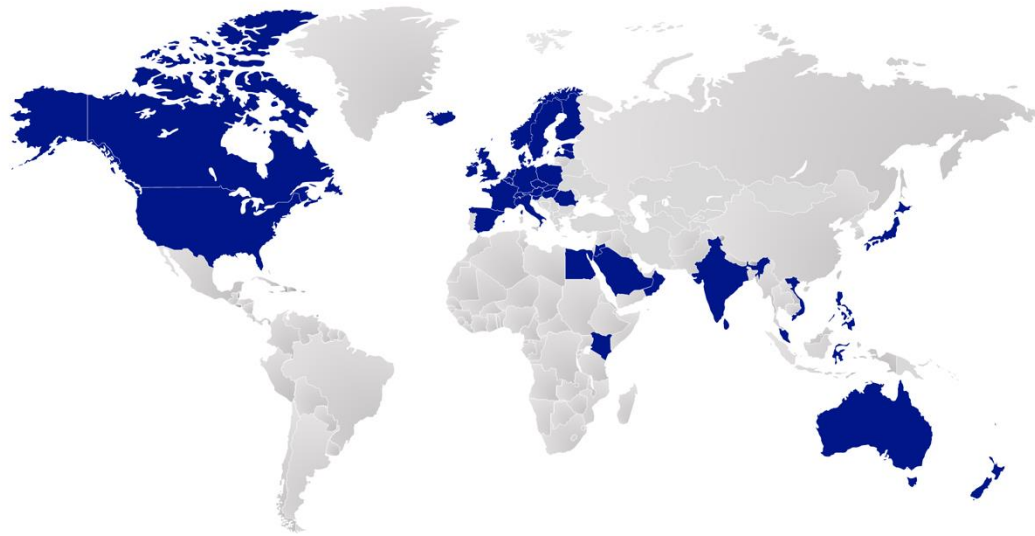
Working through a complex stakeholder landscape: We understand the importance of establishing effective communication channels, building trust and fostering a collaborative working environment that empowers stakeholders to contribute meaningfully to the project's success. Our approach is based on a deep 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 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, 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's **Low Code Implementation Services using Power Platform and AI** enable organisations to design, build, modernise and operate secure, scalable digital services using Microsoft Power Platform and embedded Artificial Intelligence. The service supports the delivery of enterprise-grade applications that automate workflows, integrate data and apply AI where it provides clear and practical value.

Designed for UK public-sector and other regulated environments, the service prioritises assurance, resilience and operational control. Mastek supports DDaT-aligned delivery across the full service lifecycle, from discovery and prototyping through to live service operation and continuous improvement, based on proven public-sector delivery practices. Security, governance and cost controls are embedded from the outset, ensuring solutions are safe to operate and sustainable at scale.

Mastek provides end-to-end delivery and operational support, including consultancy and discovery, solution design, application development, enterprise integration, assurance and ongoing live-service support. This enables organisations to move away from fragmented or tactical solutions towards well-governed, enterprise platforms that are easier to manage, evolve and optimise over time.

AI capabilities are implemented with defined guardrails and operational oversight, supporting Copilot-enabled user experiences, AI-assisted workflows and intelligent automation. All AI usage is grounded in approved data sources and implemented with appropriate access controls, auditability and human oversight, supporting safe adoption in high-assurance environments.

Mastek is a Microsoft Solutions Partner in Digital and App Innovation and Data and AI, with deep experience delivering low-code and AI-enabled services at scale across the public sector. We help organisations reduce time-to-value, improve productivity and respond effectively to policy and operational change, while maintaining control over risk and compliance.

Independent industry analysts, including Information Services Group (ISG), have recognised Mastek for its Power Platform and AI capabilities, naming us a Rising Star for low-code delivery. We combine this recognition with proven public-sector delivery experience and a disciplined delivery methodology to provide services that are reliable, auditable and suitable for live, mission-critical public services.

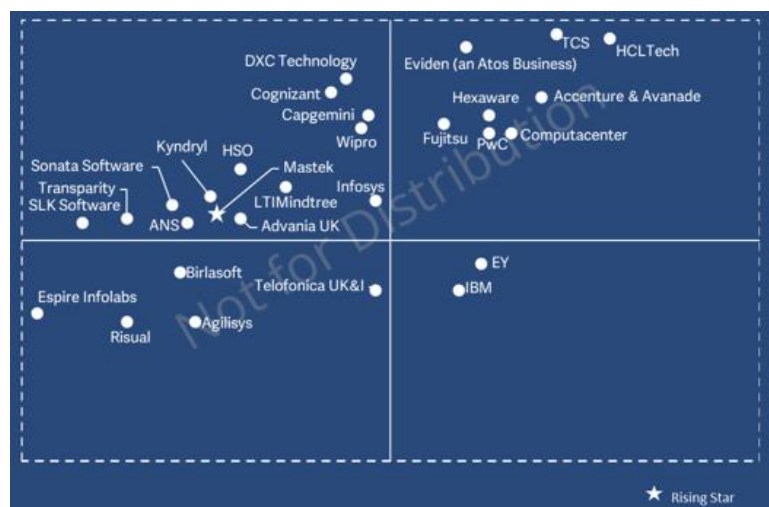


Figure 1: Mastek is a Rising Star for our Power Platform capabilities

3. Mastek's Service

Mastek's **Low Code Implementation Services using Power Platform and AI** provide **end-to-end delivery and operational support** across the full application lifecycle. The service enables organisations to adopt low-code and AI capabilities **safely, consistently and at scale** using **Microsoft Power Platform**, while maintaining appropriate governance and control.

Our services cover the following key areas:

3.1 Power Platform Consultancy And Discovery

We provide strategic consultancy to help organisations understand the capabilities of the Power Platform, identify and prioritise high-value, low-risk use cases and align solutions with business, service and policy outcomes. This includes discovery workshops, rapid prototyping or proofs of concept and support in developing robust, evidence-based business cases and delivery roadmaps.

3.2 Application Rationalisation and Modernisation

We use the Power Platform to rationalise, rebuild and modernise legacy, spreadsheet-driven, or tactical applications. This reduces technical debt and improves maintainability, performance, resilience and auditability, while enabling faster, safer change over time.

3.3 Design and Development of Multi-Experience Applications

We design and develop secure, user-centred applications that support **web, mobile and conversational experiences**. Solutions are designed to be accessible, scalable and aligned with user and service needs, with appropriate consideration for usability, accessibility standards and long-term sustainability.

3.4 Copilot and AI-enabled Intelligence

We embed AI capabilities into applications and workflows using Copilot Studio, AI Builder and Azure AI services. This enables assistive user experiences such as conversational interfaces, AI-assisted workflows and intelligent decision support. All AI capabilities are implemented with appropriate guardrails, approved data sources and **human-in-the-loop controls**, supporting responsible use in regulated environments.

3.5 Enterprise Integration Services

We integrate Power Platform solutions with existing enterprise systems, APIs and data sources using secure, standardised integration patterns. This ensures reliable data flow, interoperability and extensibility across the wider technology landscape, while avoiding brittle point-to-point integrations and unmanaged technical debt.

3.6 Management, Optimisation and Live-service Support

We provide ongoing management and support for Power Platform applications, covering monitoring, performance optimisation, security administration and enhancement backlog management. Our services support stable live operation and continuous improvement, ensuring solutions remain effective, compliant and cost-efficient throughout their lifecycle.

4. Key Features

4.1 Microsoft-recognised Delivery Capability

Mastek is a Microsoft Solutions Partner in Digital and App Innovation and Data and AI, demonstrating proven capability in delivering low-code, automation and AI-enabled solutions using Microsoft Power Platform at enterprise scale.

- **Governed Power Platform Delivery**

We apply established best practices and governance models **as part of a defined Power Platform operating model**, covering environment strategy, data loss prevention (DLP), identity and access controls, lifecycle management and cost control. This ensures safe, consistent adoption and prevents unmanaged growth across teams and services.

4.2 DDaT-aligned, Agile and DevOps-informed delivery

Our delivery approach aligns Agile and DevOps practices to low-code and AI-enabled platforms, enabling incremental delivery, automated quality checks and controlled promotion across environments while maintaining auditability and assurance.

4.3 Low-code Development with Enterprise Quality

We balance rapid low-code delivery with engineering discipline, ensuring applications and workflows are secure, scalable, maintainable and suitable for long-term operation in regulated environments.

4.4 Workflow Automation and Process Orchestration

We automate manual and repetitive processes using Power Automate, enabling consistent end-to-end workflows, improved operational efficiency, reduced error rates and better service responsiveness.

4.5 Copilot and AI-enabled Experiences (Responsibly Implemented)

We embed AI capabilities using Copilot Studio, AI Builder and Azure AI services to support conversational interfaces, AI-assisted workflows and decision support. All AI capabilities are implemented with appropriate guardrails, approved data sources, auditability and human-in-the-loop controls.

4.6 Multi-device and Mobile-Ready Applications

Applications are designed to work seamlessly across web and mobile devices, enabling secure access to data and functionality on the move while maintaining a consistent user experience and security controls.

4.7 Scalability, Extensibility and Enterprise Integration

Solutions are designed to scale and evolve with organisational needs. We use standardised integration patterns, APIs and custom connectors to integrate with existing enterprise systems and avoid brittle point-to-point designs.

4.8 Reusable Frameworks and Delivery Accelerators

We apply reusable Power Platform patterns, frameworks and accelerators **for common scenarios such as approvals, workflow automation, case management and system integration**, speeding up delivery while remaining flexible to organisation-specific requirements.

4.9 Natural Language Enablement with Governance

Power Platform and Copilot capabilities enable users to build applications, automate processes and interact with systems using natural language, lowering adoption barriers while maintaining appropriate governance and control.

5. Business Benefits

Mastek's services help organisations adopt low-code and AI capabilities **safely and sustainably**, enabling faster delivery of digital services while maintaining appropriate governance and assurance. By using **Microsoft Power Platform** within a well-defined operating model, organisations can achieve tangible operational and service improvements without increasing delivery or compliance risk.

Key business benefits include:

5.1 Reduced Delivery Times and Improved Responsiveness

Low-code development enables faster delivery of applications and workflow changes compared to traditional development approaches, allowing organisations to respond more quickly to policy changes, operational demands and user needs.

5.2 Improved Productivity and Operational Efficiency

Automation of manual, repetitive processes reduces administrative effort, minimises errors and frees up staff time to focus on higher-value activities.

5.3 Cost-effective Application Delivery and Change

Standardised platforms, reusable components and governed citizen development help reduce the cost and complexity of building and maintaining applications over time.

5.4 Seamless Integration and Consistent User Experience

Power Platform solutions integrate with existing enterprise systems and data sources, enabling consistent user experiences across web and mobile channels and reducing fragmentation across services.

5.5 Improved Collaboration between Business and IT Teams

Low-code delivery supports closer collaboration between service owners, subject-matter experts and technical teams, reducing reliance on shadow IT while maintaining appropriate controls.

5.6 Greater Agility with Governance and Control

Organisations can deliver new digital capabilities incrementally and safely, balancing innovation with security, data protection and operational assurance.

By combining low-code development with embedded AI, governance and live-service support, Mastek helps organisations deliver measurable business value while maintaining control over risk, compliance and long-term sustainability.

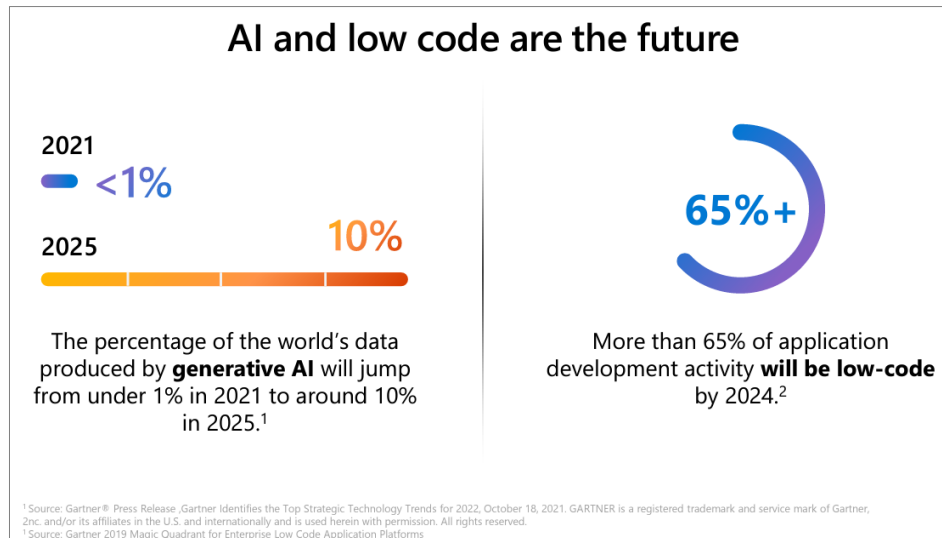


Figure 2: AI and Low Code

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

#	Technologies	Languages	Methods	Vendor support
1	Microsoft Power Platform (Power Apps, Power Automate, Power Pages where applicable, Power BI), Dataverse, Copilot Studio, AI Builder, Azure AI Foundry , Azure OpenAI, Azure AI Services, Azure Integration Services (API Management, Logic Apps, Azure Functions, Service Bus, where required), Microsoft 365 (Teams, SharePoint) and supporting Azure services.	C#, JavaScript, HTML, CSS, SQL, Power Fx, Power Query	Agile delivery (Scrum, Kanban), DevOps-informed practices adapted for low-code and AI-enabled platforms, AI-assisted development using Copilot tooling, Continuous Integration and Continuous Delivery (CI/CD), automated testing and quality checks and monitoring and continuous improvement aligned with live-service operations.	Microsoft Solutions Partner in Digital and App Innovation and Data and AI , with access to Microsoft reference architectures, Azure Well-Architected Framework and Responsible AI guidance, applied in line with client governance, security and engagement models.

Note: AI-assisted development tools, including Copilot-based programming, are used to accelerate solution design, code generation, testing and documentation, with all outputs reviewed, validated and governed by qualified engineers in line with secure development and assurance practices.

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