



Trust. Value. Velocity

G-Cloud 15

**Salesforce Performance and Utilisation Review
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 (both 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, being transparent, leading to enablement, 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

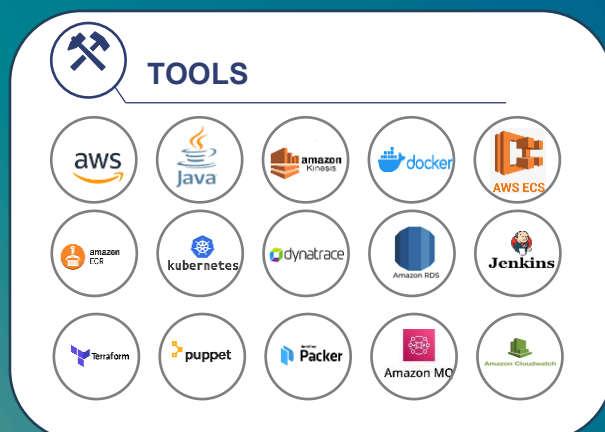
- Transition business-critical Platform services from incumbent supplier with minimal risk
- Migration from private cloud to AWS Cloud.

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.

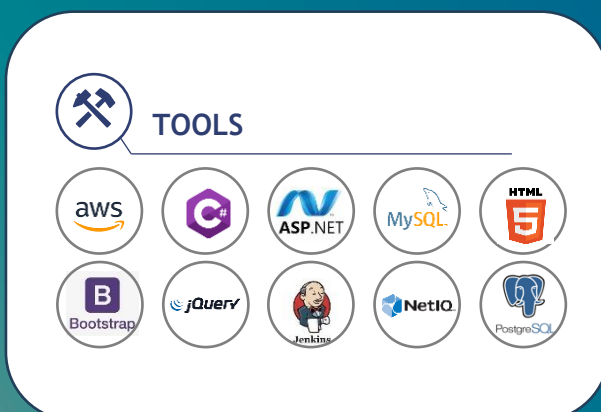
Solution

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

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, 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 Performance and Utilisation Assessment** provides a comprehensive, data-driven Salesforce health check and audit across your entire platform. Leveraging automated Salesforce org analysis alongside our expert-led manual deep dive, we deliver a comprehensive view of system health, configuration quality, data cleanliness, automation stability, governance and utilisation effectiveness. The result is a detailed remediation report and a prioritised Salesforce improvement roadmap designed to help you optimise performance, reduce risk and unlock greater value from your Salesforce investment. While the service does not include hands-on changes, we offer optional follow-on remediation and optimisation services based on your prioritised roadmap.

3.1 Service Overview

This assessment is designed to help organisations address challenges such as inconsistent configuration, declining user adoption, data quality issues, performance degradation, technical debt and unclear system governance. Our structured Salesforce org assessment identifies gaps across configuration, automation, security and integrations, ensuring your platform is aligned with Salesforce best practices. Through a combination of automated scanning and expert evaluation, we provide actionable insights that support a scalable, efficient and compliant Salesforce environment ready for future enhancements.

3.2 Our Assessment Approach

Mastek brings the combined strength of deep Salesforce expertise, certified consultants and proven methodologies tailored for complex Salesforce orgs. By integrating automated diagnostics with expert manual investigation, we deliver a more accurate and actionable assessment than traditional Salesforce org reviews. Our approach ensures that customers receive a best-practice-driven roadmap that accelerates optimisation, strengthens governance and maximises platform value, whether improvements are delivered internally or through our optional follow-on services.

Our hybrid approach incorporates an automated Salesforce org scan to detect configuration inconsistencies, low-performing automations, potential security risks, data gaps and utilisation issues. These findings are then validated and expanded through a consultant-led manual review, where we conduct a deep-dive Salesforce audit of your data model, workflows, business processes, user adoption patterns, integration architecture and alignment with industry standards. The combined insights are consolidated into a structured remediation catalogue and a prioritised roadmap that outlines immediate risks, quick wins, medium-term improvements and long-term optimisation opportunities.

3.3 Deliverables

- Full Salesforce audit and assessment report covering configuration, automation, data, security, adoption and system performance.
- Detailed remediation catalogue with severity, complexity, effort estimates and business value.
- Prioritised Salesforce improvement roadmap, including critical risks, quick wins and long-term enhancements.
- Executive summary presentation for leadership and decision-makers.
- Optional proposal for remediation and optimisation services aligned to your priority areas.

4. Key Features

4.1 Hybrid Automated + Manual Evaluation

A powerful combination of automated Salesforce audit and expert manual review for accuracy, depth and actionable insight.

4.2 Configuration and Data Model Review

A complete Salesforce configuration assessment covering objects, fields, page layouts, validation rules and alignment to best-practice architecture.

4.3 Automation and Code Quality Audit

In-depth review of Flows, Apex code, triggers, process automations and scheduled jobs to identify inefficiencies, conflicts, or technical debt.

4.4 Security and Access Posture Review

Comprehensive Salesforce security audit evaluating profiles, roles, permission sets, sharing rules and access controls to reduce risk.

4.5 Data Quality and Cleanliness Evaluation

Assessment of duplicates, missing or inconsistent values and structural data issues through a Salesforce data quality analysis.

4.6 Integration and Architecture Assessment

Review of system integrations, API usage, connected apps, middleware patterns and overall architectural alignment for reliability and scalability.

4.7 Performance and Limit Usage Diagnostics

Evaluation of performance bottlenecks, system limits, API consumption, storage issues and platform scalability risks.

4.8 User Adoption and Utilisation Insights

Detailed Salesforce utilisation analysis, including login patterns, user behaviour, feature usage and productivity blockers.

4.9 AppExchange Product Review and Optimisation Recommendations

Comprehensive review of existing AppExchange products to evaluate suitability, performance and alignment with your business needs. If you are struggling with an outdated or deprecated package, we assess upgrade pathways, migration considerations and potential risks. Where alternatives offer better functionality, pricing, or scalability, we provide recommendations to maximise ROI and guide your transition strategy.

4.10 DevOps and Release Management Evaluation

Assessment of your current Salesforce DevOps setup, whether using change sets, Copado, Gearset, DevOps Centre, or other tools. We identify bottlenecks, inefficiencies and gaps in your deployment and release processes, offering recommendations for improved governance, automation, version control and CI/CD workflows.

If your current DevOps tool is not meeting your needs, we advise on the best-fit alternatives and define a release strategy tailored to your business goals and team velocity.

Documented findings with issue severity, business impact and recommended remediation steps for internal or external implementation. A structured Salesforce optimisation roadmap outlining immediate threats, low-effort high-impact wins, medium-term fixes and long-term improvements with recommended sequencing.

5. Business Benefits

5.1 Complete Visibility into Salesforce System Health

Receive a consolidated Salesforce system review that clearly highlights risks, opportunities and improvement areas.

5.2 Early Identification of Critical Risks

Detect misconfigurations, security exposures, automation failures and data issues before they disrupt operations.

5.3 Actionable Remediation Recommendations

Gain precise instructions for addressing each issue, enabling efficient planning and future execution without guesswork.

5.4 Improved Strategic Planning and Investment Prioritisation

The prioritised roadmap helps your team focus on the most valuable enhancements first.

5.5 Better Alignment Between Business and Technology Teams

A transparent Salesforce audit fosters alignment across departments and supports governance decisions.

5.6 Stronger Foundation for Future Enhancements

Remediation recommendations support scalable design, cleaner data and improved maintainability.

5.7 Enhanced Data Quality and Reporting Confidence

Insights from the data quality review equip your team with a clear path to improving accuracy and analytical reliability.

5.8 More Efficient Use of Existing Salesforce Features

Discover underutilised capabilities and opportunities to maximise ROI without additional licenses.

5.9 Readiness for Salesforce Modernisation

A clear roadmap ensures your Salesforce environment is ready for upgrades, migrations, or new cloud implementations.

5.10 Follow-On Remediation Support

While the assessment does not include the execution of fixes, Mastek can perform the recommended work as part of a subsequent engagement.

6. Technologies, Languages, Methodologies and Vendor Support

#	Technologies	Languages	Methodologies	Vendor Support
1	Health Check	-	-	-
2	Salesforce Optimizer	-	-	-
3	Set up Audit Trail	-	-	-
4	Automation Analyser	-	-	-
5	Field Usage Report	-	-	-
6	CodeScan	-	-	-

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