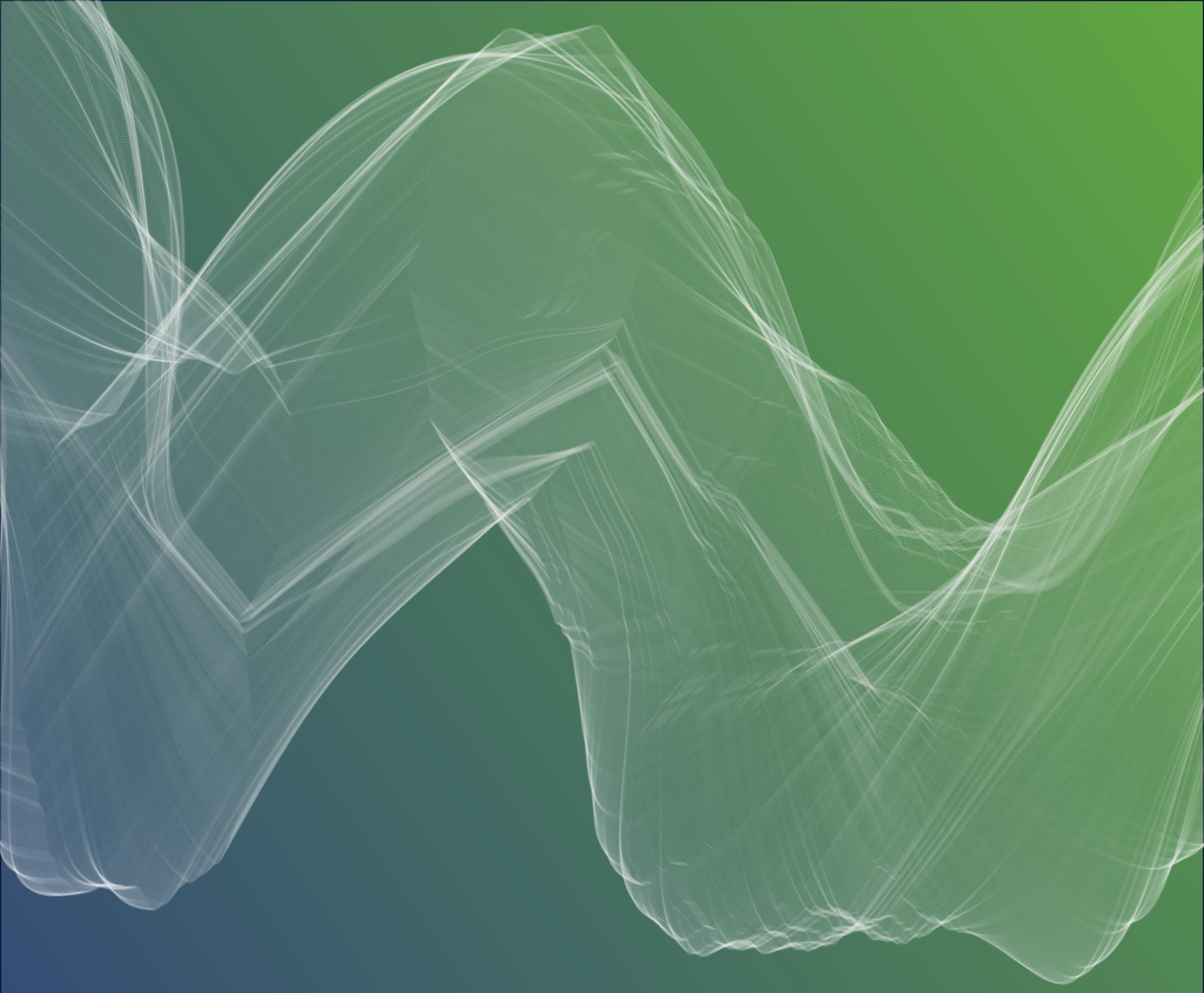


kainos®

Information and Case Management

Service Definition Document

G-Cloud 15

Status: Definitive

Security Commercial – In Confidence

Version no.1/0

We're Kainos

Formed in 1986, we set about finding the best people to tackle the most difficult digital work. We fostered a culture where people truly care for each other and the world around them.

Our reputation for software engineering and problem-solving was quickly established, and our customers started to view us more as their colleagues

We're much bigger now, helping organisations across the globe to navigate change in more ways than ever. But some things never change, like our commitment to our people, delighting our customers, and our technical ability

Some say we're leading a quiet revolution in digital, but if you ask us, we're just doing our bit to make the world a little bit better.

3,132 amazing people

13 consecutive years of growth

40 years of innovation

£382m revenue (FY2024)

13 locations globally

FTSE 250 listed tech company

Our core expertise

The digital revolution is already happening. We're leading from the front to help our clients **seize every digital opportunity** and be future-ready.

- Cloud
- Business Applications
- Data and AI
- Managed services
- Engineering
- Service and experience design

Workday services and products

- Test
- Deployment
- Audit
- Optimisation
- Shield
- Spark & Grow

Information and Case Management

Kainos delivers cloud-native Information and Case Management, migrating legacy systems and enabling AI-driven capability. Using Microsoft Dynamics 365, Power Platform, SharePoint Online and Azure, we modernise case-centric services while safeguarding continuity and compliance.

We digitise end-to-end journeys, integrate data, and apply automation and AI to improve insight, efficiency and decision-making.

Features

1. Enterprise case, workflow and records management
2. Legacy case system migration and modernisation
3. Cloud-native and hybrid architectures
4. Low-code configuration and extensibility using Power Platform
5. Integration with legacy, line-of-business and external systems
6. Digitisation of paper and unstructured information
7. AI-enabled document processing, classification and summarisation
8. Secure information architecture, data governance and auditability
9. User-centred service, case and journey design
10. End-to-end delivery including migration, adoption and optimisation

Benefits

1. Reduced risk when migrating from legacy platforms
2. Faster delivery of modern digital case services
3. Improved case handling efficiency and throughput
4. Enhanced transparency, auditability and compliance
5. Better decision-making through integrated data and analytics
6. Secure-by-design information management
7. Improved staff and citizen experience across channels
8. Scalable platforms aligned to future demand
9. Increased return on technology investment
10. Readiness for AI-enabled and Copilot-driven capabilities

Information and Case Management

With over 30 years of IT and consulting experience, and more than 20 years specialising in Information and Case Management, Kainos has delivered complex modernisation programmes across government, justice, health and regulatory organisations.

We support organisations transitioning from ageing, bespoke or on-premise case systems to modern, cloud-based platforms, while introducing automation, analytics and AI capabilities in a controlled and compliant manner.

Our approach balances innovation with operational continuity. We ensure legacy knowledge, data and processes are preserved, while enabling organisations to adopt modern working practices and continuously improve services over time.

Our Capabilities Include

1. Legacy case system assessment and migration planning
2. Case and service redesign for digital delivery
3. Workflow, rules and process automation
4. Intelligent document processing and records management
5. Digital forms, portals and omni-channel engagement
6. Data integration, reporting and analytics
7. Secure platform configuration and governance

We provide a complete end-to-end service, from discovery and architecture through to implementation, migration, training and post-go-live optimisation. Our multidisciplinary teams combine deep domain knowledge with modern delivery practices to ensure solutions deliver measurable outcomes.

Larger programmes benefit from access to specialist delivery teams, clear governance and structured knowledge transfer, with a single point of accountability throughout delivery.

What This Service Enables

- Safe migration from legacy case systems
- Modern, scalable digital case services
- Improved operational efficiency and insight
- Secure and compliant information management
- Adoption of AI-enabled capabilities over time
- Sustainable platforms that evolve with organisational needs

Where we are

The Americas

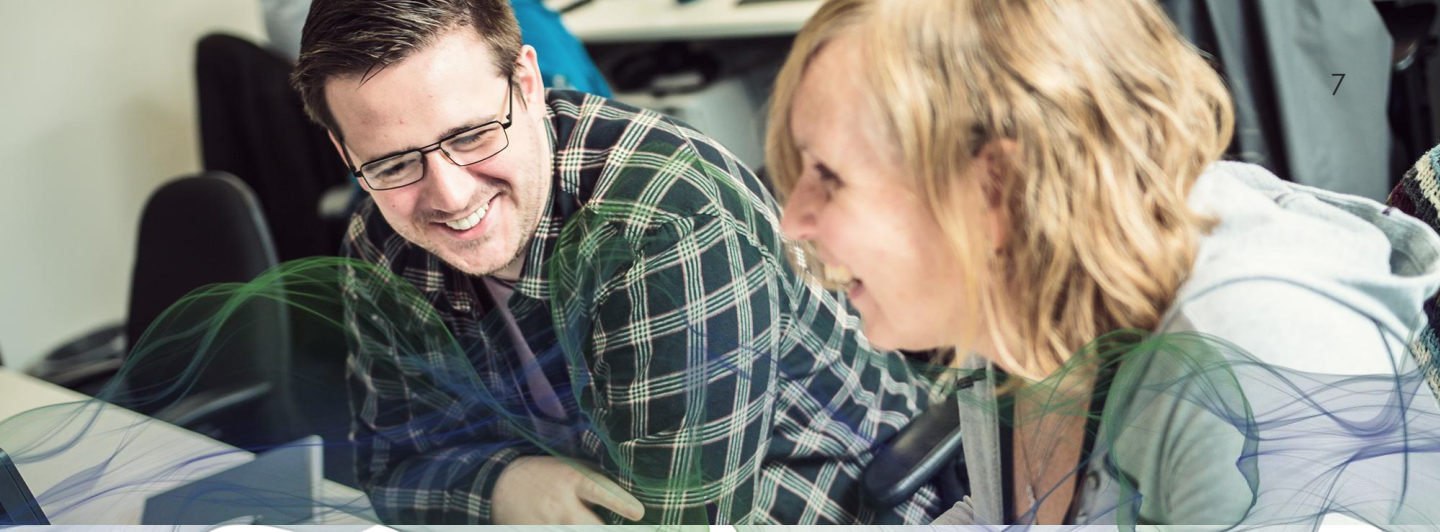
Buenos Aires
Indianapolis
Nova Scotia
Toronto

UK and Ireland

London
Birmingham
Belfast
Derry
Dublin

Central Europe

Gdansk
Helsinki
Paris
Wommelgem



What makes us stand out

- Our people
- True collaboration
- Innovation
- Digital know-how
- Common goals
- Trust

Digital Services

We are **engineers**, specialists. We **overcome big challenges** for our clients, through delivery of **intelligent** digital services that use the best in **talent and technology**.

NHS

Ministry of Defence

Department for Environment Food & Rural Affairs

Department for Transport

UK Health Security Agency

Home Office

Driver & Vehicle Standards Agency

Ministry of Justice

HM Revenue & Customs

Foreign & Commonwealth Office

55 million UK citizens

positively impacted by services we've delivered

892 customers

13 locations

And growing

99% of customers

rate our service as good, great or excellent

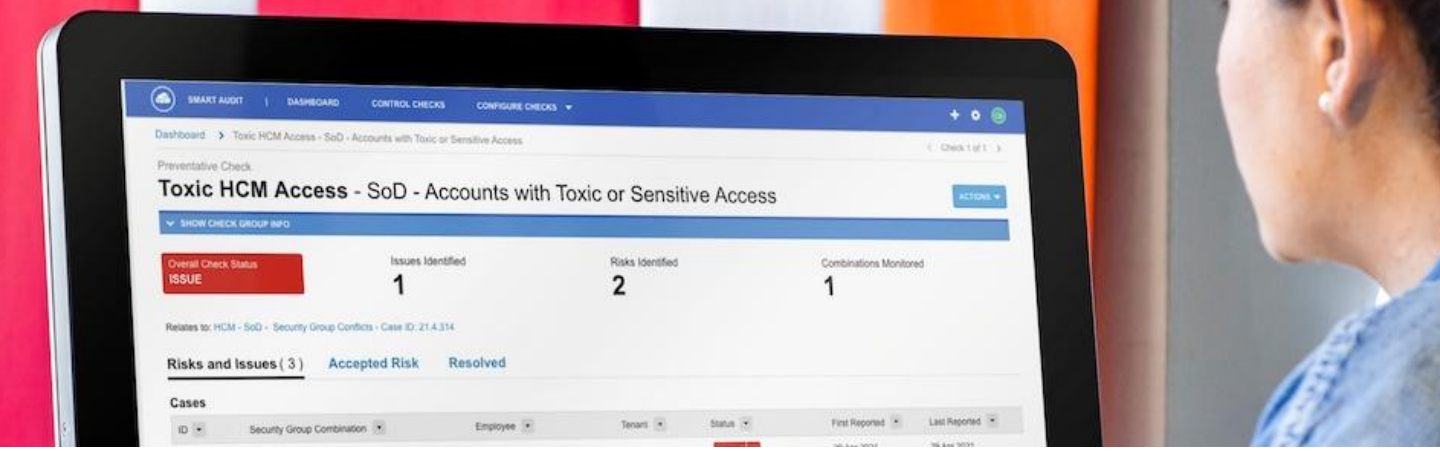
Key partners

Working closely with Microsoft and AWS to deliver results

Award-winning

90+ industry awards

kainos®



Workday

Kainos is a Workday **phase one prime status partner** in all European, North American and Asia Pacific markets. We have worked with many public and private sector customers of various sizes and scale in over **40 countries worldwide**.

aggreko · KION GROUP · Magellan HEALTH · St. Luke's Health · The National Archives · Crown Commercial Service · Department for Education · NETFLIX · UKRI Innovate UK · Nasdaq

Partner Since 2011

We are the only certified Workday Services, Technology and Extend partner globally.

Workday Services

Full range provider from pre-deployment consulting, implementation and support.

650+ Customers

We have deployed to over 650 customers and are a proud Workday customer also, using HCM, Financials, Recruitment, Planning and PSA to run our business.

Workday Public Sector

We have worked with many UK Public Sector customers with their initial deployment, post-deployment support and adoption of new modules.

Kainos Smart

Our product is deployed to 500+ customers globally saving them 1000s of testing hours.

900+ Consultants

Hold over 2,700+ Workday certifications covering all areas of the platform.

65 million

citizens positively impacted by services **built by Kainos** for the UK Government

Every driver & every car on the road
Every piece of work to fix roads
Every court case & every prisoner
Every home helped with help-to-buy
Every passport & renewal application
Every COVID test sent out
Every COVID test result
Every user of the NHS App

Every voter registered
Every company opened & closed
Every UK civil servant trained
Every piece of produce grown in the UK
Every thing imported & exported to the EU
Every benefit fraud prevented
Every body's pension details

kainos®

Our Social Values and commitment to HM Government strategy

kainos Academy | XPRESSION Global LGBT+ Network | kainos A.I.Camp | voice Ethnically Diverse Network

kainos Earn as you Learn | Neurodiversity a Kainos employee network group | kainos CodeCamp | INSPIRE Global Women's Network

embrace Supporting people with disabilities and long-term conditions | Carbon Neutral 2030 | Government Digital Sustainability Alliance

Education & Capability Building

We empower people through technical and behavioral learning programs, academies, and outreach projects, fostering skills development and inspiring future technology leaders across communities and organisations.

Social Responsibility

Tackling workforce inequality and ensuring equal access to technical and vocational education, through our Academies, Camps and Earn as you Learn schemes.

Innovation & Future Readiness

Driving continuous improvement through technology

Health, Wellbeing & Accessibility

We support colleagues' physical, emotional, and career wellbeing through initiatives, guidance, and inclusive design, ensuring equal access, experiences, and compliance for all users with diverse needs.

Climate Action & Sustainability

With a comprehensive sustainability strategy underway, we will be a Carbon Net Zero company by 2030.

Equality, Diversity & Inclusion

Maximising service experience for citizens and civil servants by delivering projects with diverse teams, underpinned by our BAME, LGBTQIA+ and female communities.

The Code of Ethics

We are guided by our 6 ethical principles.

Wellbeing
We protect the wellbeing of our staff, customers and communities.

Equality
We improve access and inclusion and minimise bias.

Transparency
Our decisions are traceable and accountable.

Integrity
We hold ourselves and others to ethical standards.

Environment
We act responsibly towards the Earth and its resources.

Initiative
We take initiative to deliver social value and positive impacts.

BCDR and Exit Plan

Business Continuity and Disaster Recovery (BCDR)

A Business Continuity Plan can be provided if required. This shall set out the arrangements to be invoked in the event of an actual or perceived threat to business continuity, to ensure continued operation of the system and continuity of the services provided by Kainos pursuant to the Prime Agreement and shall include: the alternative processes, options and responsibilities that may be adopted in the event of a failure or disruption to the system and/or services provided by Kainos pursuant to the Prime Agreement; and the steps to be taken by Kainos upon resumption of the system and services provided by Kainos pursuant to the Prime Agreement in order to address any prevailing effect of the failure or disruption including a root cause analysis of the failure or disruption.

Exit Plan

An Exit Plan can be provided if required to detail the steps that would be carried out to ensure smooth transition of Kainos services to a new supplier. The steps outlined in the Exit Plan will help mitigate against any disruption to the service during the transition period. It is assumed that any new supplier will themselves have a procedure they wish to follow during the transition period, and as such the steps in this Exit Plan will serve as a checklist for the new supplier to ensure all key areas of the transition have been covered. The Exit Plan will therefore be subject to refinement should it be exercised.

Commercial Statement

Confidentiality and copyright

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Caveats

Kainos has used all reasonable endeavours to ensure that the contents of this document are accurate but is not responsible for any errors or omissions.

All information provided prior to execution of a contract is provided 'as is' and 'subject to contract' without warranty of any kind.

This document does not constitute an offer from Kainos. In the event that the parties elect to work together, they will only be contractually bound to each other upon signature of a contract.

Corporate information

"Kainos" is the trading name of the Kainos group of companies, further information on which can be found here: https://www.kainos.com/corporate-information/.

Kainos Software Limited/ Kainos WorkSmart Limited, will be the contracting entity under this tender / for the provision of the service and may be assisted from time to time by other Kainos group companies.

Freedom of information

Kainos considers that the following information provided in this document is exempt from disclosure under the Freedom of Information Act 2000 (FOI):

The CVs of staff qualify under the "Personal Information Exemption (s.40)" of the Freedom of Information Act and are exempt from disclosure under the Data Protection Act 1998. The Period for which this information should be confidential is the lifetime of the Data Subject.

Rate and pricing information is confidential and commercially sensitive and covered by the 'Commercial Interests' exemption (s.43) of the FOI, as the release of this information is likely to prejudice the commercial interests of Kainos and is likely to adversely affect its (and the Customer's) future negotiating position. The period that this information should be confidential for should be 5 years.