G-Cloud 15

PwC Tech Catalyst Low Code Development & Support Services – Detail

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Transforming Business using the Cloud

Enabling business and enterprise transformation using cloud is a complex, strategic consideration facing many private and public sector organisations. We have worked with many Central and Local Government clients to support the implementation of their business objectives using cloud technology.

Cloud technology and services have the potential to reduce cost, remove technology bottlenecks, and facilitate rapid business innovation. As a result, for most organisations globally, adopting cloud technology has become a question of "when and how" rather than "if".

Opportunities for enterprises generally include a combination of one or more of the following:

- Implementing private and/or hybrid clouds for infrastructure and applications
- Smarter use of public cloud infrastructure for optimising existing business functions
- Using cloud for implementing new business services or digital operations
- Reducing cost by moving to consumption-based pricing models that only charge for the actual IT capacity and services used.

Migration or adoption of cloud must be properly choreographed for success. We understand the realities and the business and technical risks that should be fully considered, understood and mitigated before such a move. Critical considerations include:

- **Alignment of business and technology objectives.** This is essential to fully realise the targeted benefits of any cloud transformation or any refinement of existing cloud services. There can be a tendency to adopt cloud systems to fit current ways of working, rather than adopt and standardise processes where possible. The trade-offs between business, customer and technology requirements must be considered to make informed design decisions
- **Availability and reliability of services.** The avoidance of operational downtime to mitigate in lost revenue, unnecessary operational cost or reputational damage that can disrupt a business' operations
- **Decentralised support structures.** The need to tailor and revise the approach to operational security to cover the support structures employed by cloud service providers that will have a different risk profile for sensitive information
- **Data handling practices.** Data classification and data-handling practices that reflect the data flow within a cloud environment must be understood and tailored accordingly to protect customer data

- **Data privacy.** Compliance with GDPR to understand where and how information can be stored or processed. The cloud model enables data to bounce swiftly around the world by using available server capacity in various geographic locations, but this must be within the bounds of what is permissible. This is ever more of a concern as organisations review their front office, back office and out of office experiences

- **Future Technology Trends.** Cloud applications are the stated direction of travel for the major application vendors, but any upgrade path must also cater for the future technology needs of the organisation and seek to minimise technical debt where possible.

A careful assessment of an organisation's needs and different cloud service provider's controls is required, enabling concerns to be addressed and the correct path to the cloud is selected.

As a trusted advisor PwC provides the framework, and the wealth of private and public sector experience, to consider the combination of Business, customer experience and Technology activities outlined above. There is no single answer that covers each and every client organisation; we tailor our frameworks to client circumstances to support them:

- As a partner through the complete lifecycle of strategy through to execution

- With point business issues encountered during implementation or running the business.

PwC Tech Catalyst Low Code Development & Support Services

This section describes in more detail the service features and benefits included in this service offering.

Description

PwC has over 10 years' experience in providing services to design, develop and support custom solutions that are rapidly built using leading low-code technology. We use a technology stack of low code technologies to flex our approach to the needs of the business and specific solutions. Our specialists can quickly break down silos by bridging the gap between the business and technology transformation, to accelerate development timeliness to weeks and sometimes days so that business value is realised faster.

Tech Catalyst Low Code Development & Support Services Features	Tech Catalyst Low Code Development & Support Services Benefits
• Rapid low code development for custom digital services and applications	• Faster delivery of digital services improving time to value
• Business process automation using workflow and case management tools	• Reduced project costs through reusable low code components
• Secure systems designed for sensitive data handling	• Improved user experience with simple, intuitive digital services
• AI powered solutions including chat bots and intelligent automation	• Increased confidence through secure, compliant government-ready systems
• Flexible technology approach tailored to specific business needs	• Greater flexibility to adapt services as business needs change
• Secure document upload and management within digital services	• Better visibility of progress through early working solutions
• Fast prototyping to validate ideas and requirements early	• Improved efficiency by automating manual processes and workflows
• Collaborative delivery bridging business teams and technical specialists	• Reduced risk through proven delivery methods and experienced teams
• Scalable digital platforms supporting future growth and change	• Easier collaboration between policy, operations and technology teams
• Ongoing application support, maintenance and service improvement.	• Long-term value through scalable, maintainable digital solutions.

Our view on the service features and benefits in this service offering document are presented below.

1. Solution design and requirements gathering

- PwC has low code experts who are technologists at heart with deep experience in business analysis activities

- The breadth of PwC services across industries allows us to work closely with PwC experts to enable us to understand you, your business and the challenges that you face quicker

- To understand your requirements, we hold several workshop style sessions with you and the key stakeholders that play a part in the success of any solution. This is to ensure that we are working collaboratively from the outset, and all users are involved and onboard in this technology transformation journey

- From these workshop sessions, we will map your business processes and detail the necessary workflow in diagrams to clearly indicate the user to technology interaction points, hand offs to external processes or system and data requirements

- Using your branding and colour pallets, we will develop page wireframes that feed into a prototype or proof of concept, which demonstrate the core parts of the workflow and process

- Timelines and milestones are documented with key dependencies and risks identified. We use prioritisation to achieve milestones and structure this using DevOps to determine sprint cycles and backlogs

- We will help you understand if any additional resources need to be procured or trained to facilitate the solution and the surrounding services. We can provide you a delivery team to wholly perform the service on your behalf or integrate experts and/or surge capacity to fit a desired operating model.

2. Continuous integration, continuous delivery, and continuous deployment

- By using low code technology and taking an agile approach to a development life cycle, a minimal viable solution can be ready to go live in a weeks' rather than months, therefore realising its business value quicker

- We can use collaborative features in our technology stack to scale the development team to meet tight timelines

- The natural modularity of the low code technology enables us to leverage a wide range of existing modules and components in addition to a bespoke range of PwC modules. This allows functionality to be easily and quickly added to accelerating the delivery of an entire solution

- We have a range of existing digital applications that are ready to deploy or can be customised to fit your requirements. These existing applications include:

- Claims Management platform
- Outreach platform
- Remediation (redress) platform
- Helpdesk platform
- Know Your Client (KYC) platform
- Supply Chain Resilience platform
- Contract Management and Repapering platform
- Information and Data Request platform
- Integrated Manufacturing Execution System (MES) platform
- Knowledge Management Hub.

3. Testing and feedback

- Functionality testing is embedded in our processes throughout the build of a solution, and our tools perform performance testing as elements are being developed
- User acceptance testing (UAT) is a core phase in our development cycle, facilitated by our testing team.

4. Transformation, adoption and support

- We understand that once a solution is built, this is only the first step on the journey to embedding technology and user adoption. This isn't the end of our support, and we can continue to support through day-to-day operations or at periodic stages depending on what is appropriate.
- There are a range of adoption techniques that we use to help onboard users, these include:
  - Group training session
  - Drop in forums
  - Comprehensive user guides and corresponding videos
  - Contextual help built into the user interface from the beginning
  - Conducting user group surveys and feedback sessions
  - Technical training for power users.
- Our recommendation is to remain onboard for a short period of time or cycle so that we can monitor the solution and be responsive to immediate bugs and hurdles

- By default, we embed a bank of hours to support any bugs post rolling off and to facilitate minor updates once the initial deployment is completed.