

UNBOXED

G-Cloud 15

**Integrated design, build
and support of cloud
software and services**

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End-to-end public digital services

Unboxed provides a suite of services to support public sector organisations with the design, development and maintenance of exemplar cloud-based digital products and services.

Our integrated user-centred design and agile delivery approach ensures your services meet user needs and organisational goals in a sustainable way.

From early stage problem definition, through ideation, to scalable, cloud-based products and platforms, Unboxed can support your organisation throughout the whole lifecycle.

Our approach is adaptable and equally suitable for the services that must meet the [GDS Service Standard](#), the [NHS Service Standard](#) and the [GOV.UK Technology Code of Practice](#). We also support the [Local Digital Declaration](#).

Discovery phase

Our Discovery service is a 4–8 week engagement to understand and define the problem that needs to be solved. Our experienced multidisciplinary team helps you learn about your users, their context and what they're trying to achieve, finding opportunities for improvement and the constraints you could face during Alpha.

Features

- Qualitative primary research, including in-person and remote interviews/contextual inquiry
- Quantitative research, including surveys and data analysis
- Secondary/desk research, literature reviews, data discovery and analytics
- Collaborative co-creation of user personas/typologies and end-to-end journey maps
- Exploration of wider problem space and risky assumptions around solutions
- Technical discovery and assessment of existing systems and processes
- Analysis of policy, operational, and contractual constraints and risks
- Relationship building with stakeholders/partners through collaboration and open communications
- Expert coaching, mentoring and training of less experienced internal teams
- Integrated user-centred design and agile delivery of software development

Benefits

- Increases empathy to understand user needs across online/offline channels
- Demonstrates value and cost- effectiveness of solving the problem
- Ensures your service will be inclusive and accessible to everyone
- Identifies data/metrics to measure whether your service is successful
- Generates prioritised ideas and hypotheses to test during Alpha
- Provides evidence whether to proceed to Alpha
- Gives you an idea of the people you will need
- Engages stakeholders, other services, teams and organisations in problem space
- Builds digital capability and confidence, upskilling teams and transferring knowledge
- Complies with Service Standard and meets GDS Service Assessment requirements

Alpha phase

Our Alpha service is a 6–8 week engagement to try out different solutions to the problems you learnt about during discovery. Our experienced multidisciplinary team helps you design and build prototypes that are just complex enough to let you test different ideas and focus on your most challenging areas.

Features

- Experimentation to test assumptions and validate hypotheses emerging from discovery
- Collaborative co-creation of user personas/typologies and end-to-end journey maps
- Wireframing, user experience/interface design and alpha prototype development
- Recruitment of real users for continuous in-person and remote user-testing
- Iterative improvement informed by analysis of user feedback and insights
- Technical exploration of potential programming tools, integrations and open-source solutions
- Prioritisation of user needs/stories in product roadmap and backlog
- Relationship building with stakeholders/partners through collaboration and open communications
- Expert coaching, mentoring and training of less experienced internal teams
- Integrated user-centred design and agile delivery of software development

Benefits

- Rapidly answers questions, addresses potential problems early and identifies constraints
- Increases empathy to understand user needs across online/offline channels
- Explores different solutions that could/should go forward to beta
- Makes sure your service is inclusive and accessible to everyone
- Identifies data/metrics to measure whether your service is successful
- Assesses technical feasibility and compliance with Technology Code of Practice
- Derisks beta, providing delivery plan, costs, timeline and team size
- Encourages stakeholder engagement and buy-in to approach and outcomes
- Builds digital capability and confidence, upskilling teams and transferring knowledge
- Complies with Service Standard and meets GDS Service Assessment requirements

Beta phase

Our Beta service is a 3–24 month engagement to implement a working version of your cloud service. Our experienced multidisciplinary team helps you develop features that meet priority user needs, gathering continuous feedback to drive iterative improvement, managing risks, ensuring quality, and preparing for transition to a live service.

Features

- Experimentation to test assumptions and validate hypotheses
Implementation of working digital cloud service for staged release
- Iterative refinement based on user feedback and testing outcomes
- Usability testing to ensure intuitive and accessible user experience
- Resolution of identified issues and bugs to enhance service performance
- Verification of service scalability and resilience under different usage conditions
- Collaboration with stakeholders to prioritise and implement iterative improvements
- Creation of comprehensive documentation, training materials and user guides
- Ongoing evaluation against predetermined success metrics and benchmarks
- Expert coaching, mentoring and training of less experienced internal teams
- Integrated user-centred design and agile delivery of software development

Benefits

- Validates service with real users, ensuring relevance and usability
- Increases user satisfaction by incorporating feedback into service
- Identifies and rectifies potential issues before full deployment
- Gathers diverse feedback and insights to inform continuous improvement
- Builds user trust by demonstrating responsiveness to their input
- Fine-tunes features to align with evolving user expectations and needs
- Reduces post-launch fixes and associated costs through preemptive adjustments
- Engages stakeholders, other services, teams and organisations in solution
- Builds digital capability and confidence, upskilling teams and transferring knowledge
- Complies with Service Standard and meets GDS Service Assessment requirements

Live phase

Our Live phase service is an ongoing engagement to launch and continuously refine your cloud service based on user feedback and data analysis. Our experienced multidisciplinary team helps you ensure that services remain effective and aligned with user needs, whilst enabling agile responses to evolving requirements and maintaining regulatory compliance.

Features

- Transition from Public Beta to Live digital cloud service
- Gathering of user feedback and insights via various channels
- Usability testing to maintain intuitive and accessible user experience
- Iterative refinement based on user feedback and changing demands
- Collaboration with stakeholders to prioritise and implement iterative improvements
- Resolution of identified issues and bugs to maintain service performance
- Documentation updates to reflect service improvements accurately
- Continuous service performance monitoring and analysis
- Expert support, coaching, mentoring and training for seamless service delivery
- Integrated user-centred design and agile delivery of software development

Benefits

- Overall effectiveness and impact of service delivery enhanced
- Improved service reliability and performance with reduced downtime and disruptions
- Efficient resolution of issues.
- Agile response to evolving user demands
- Elevated trust and confidence in service provision
- Cost savings realised through optimised service delivery processes
- Cultivation of continuous learning and improvement culture
- Builds digital capability and confidence, upskilling teams and transferring knowledge
- Complies with Service Standard and meets GDS Service Assessment requirements
- Complies with the Technology Code of Practice

End to end public digital service design, delivery, build, implementation and support

We provide a series of services to support organisations to design and develop exemplar cloud-based digital products through agile, user-centred methodologies to meet user needs and organisational goals. From early identified problem/idea through to scalable, cloud-based products and platforms, Unboxed can support your organisation throughout the whole process.

Features

- Product management to identify and prioritise future enhancements
- Research, design, prototyping and user testing of potential new features
- Continuous insights from user testing and feedback
- Development of new features, hosting of services (eg FMCASP)
- Monitoring of agreed performance metrics
- Ongoing maintenance and software upgrades
- First, second, and third line support
- Major Production Incident (MPI) Process for Severity 1 incidents
- Wider problem management resolution for lower severity issues
- Training and coaching in user-centred design and agile delivery

Benefits

- The support of a highly skilled and experienced team
- Peace of mind: critical support is a phone call away
- Your team can focus on other aspects of the service
- Makes sure your service is inclusive and accessible to everyone
- Clarity on what is working well and what needs improving
- Capacity and capability to continuously improve your service
- All the benefits of user-centred design and agile delivery
- Complies with GDS Service Standard and Technology Code of Practice

User-centred design services

Unboxed provides a series of services to support organisations to design and develop exemplar end to end services through agile, person-centred methodologies to meet user needs and organisational goals. From early identified problem/idea through to scalable, user-centred services, Unboxed can support your organisation throughout the whole process.

End to end, user-centred product and experience design (UX)

We bring together a highly skilled team of designers, researchers and technologists to design and develop digital products, from prototype through MVP and onto live, continuous improvement. Using agile, person-centred methodologies to meet user needs and organisational goals, Unboxed creates delightful experiences with high quality interactions and seamless interfaces.

Features

- Discovery, user research and understanding the problem with service users
- Collaborative approaches to gain buy-in from key stakeholders
- Mapping to understand user journeys from interest to advocacy
- Stakeholder mapping and gathering insights from key stakeholders
- Ethnographic research, observational, semi-structured interviewing
- Technical discovery and appraisal of emerging technologies
- Brainstorming and collaborative co-design and development of solutions
- Comprehensive prototyping and user testing, from sketches to fully coded
- Advanced user interface development using Figma and staging environments
- Mixed methods interaction design including research, useability and accessibility testing

Benefits

- Product management support to identify and prioritise future enhancements
- Agile, MVP approach reduces risk and need for upfront investment
- Iterative development of new features, hosting of services (eg FMCASP)
- Ongoing Monitoring of agreed performance metrics
- Ongoing maintenance and software upgrades
- First, second, and third line support
- Major Production Incident (MPI) Process for Severity 1 incidents
- Wider problem management resolution for lower severity issues
- Your team coached in user-centred design and agile delivery
- UI designers experienced in public and commercial Design Systems

Comprehensive user research to identify the right problem to solve (UR)

We offer tailored user research approaches to uncover rich insights about the people who use your products and services. From identification of users to interviews, ethnography and insights mapping, Unboxed can support your organisation to understand how to focus your resources on what your users really need.

Features

- Observational and ethnographic qualitative research
- Semi-structured interviews, remote and in person
- Structured recruitment, screening and consent to protect user data
- Google analytics, trends and usage mapping
- User research and testing software to uncover digital behaviours
- Knowledge of trauma-informed research approaches
- Experienced in inclusive research with users with different needs
- Insights mapping, journey mapping, personas, mindsets or archetypes
- Story mapping and breaking down user needs into addressable stories
- Engaging, highly visual research playbacks and reports

Benefits

- The support of a highly skilled and experienced team
- A focus on identifying the right problem to solve
- Rich insights about users uncovered through mixed-methods research
- A thorough research plan, co-design with key decision makers
- Attention to detail in recruitment, research screeners, consent, data protection
- Makes sure your service is inclusive and accessible to everyone
- Collaborative research process can build engagement with users
- Test assumptions and hypotheses about where you can create value
- Helps to prioritise feature development
- A clear evidence based for decision making

Content design (CD), information architecture and content lifecycle management

We offer a person-centred approach to designing content for digital products and services. From user research to understanding what users need at each step of a journey, to information architecture, content planning, publishing and management, Unboxed can support your team to get your customers to the services they need, quickly.

Features

- Mixed-methods user research
- Content designers experienced in accessible content and inclusive language
- Content analytics analysis and content audit
- User needs and user story mapping
- Comprehensive content planning, including identification of subject experts and dependencies
- Content testing such as highlighter testing, A/B testing, useability tests
- Collaborative content development techniques such as pair writing, content crit
- Co-design of key journeys and information architecture
- Tone of voice and voice principles development
- UX writing and integration with brand messaging, key words

Benefits

- Targeted content that gets users to the information they need, quickly
- Seamless user journeys through your digital product or services
- A fully managed content lifecycle, from research to maintenance
- Coaching and upskilling of in-house teams
- Simple information architecture helps customers to find what they need
- Every touchpoint aligned with your brand voice
- Useless content and 'noise' is removed, reducing maintenance
- Content teams have a clear process for producing accessible content
- Get buy-in across departments through collaborative pair writing and crit
- Increase SEO through better organised content, trusted by search engines

Design-led brand research and brand strategy

We bring together highly experienced human-centred designers with brand strategists and creatives to bring a fresh perspective to brand strategy. From brand research, audit and testing to proposition, vision and narrative development, Unboxed can bring design thinking to support a seamless experience from marketing and awareness to engagement with products and services.

Features

- Brand and messaging audit to understand where your brand creates value
- Mixed methods, qualitative user research, including interviews and observational studies
- Collaborative participatory research and brand co-design with users
- Development of voice principles, concepts and tone of voice guidelines
- Proposition development workshops to gain insights from internal/external stakeholders
- Personality development and testing with users or customers
- Visual expression of brand (illustration, logos, marques, typography)
- Insights-based refinement of key messaging
- UX writing – expression of your identity at every touch point
- Development and testing of style guide with internal/external users

Benefits

- A design-led, user-centred approach to brand strategy
- Highly experienced creative, research and design team
- Collaborative approach that brings key decision makers on the journey
- A thorough understanding of the value created by your brand
- Evidence around key drivers of trust in your brand
- Agile, iterative approach to identify development, tested with users
- Comprehensive style guide with support to implement across your organisation
- Designers experienced in accessible design and inclusive language
- Content/UX approach to carry brand across marketing and product touchpoints
- A fresh perspective, challenging assumptions and revitalising your brand

Specialist services

We design and build products and services with purpose, working side by side with you and your team to turn big ideas into working solutions.

We guide, inspire and empower your people, leaving you with not just an outstanding product, but the know-how to continuously improve and adapt it for your users.

Design sprint

A 5-day design sprint is a focused process for solving big challenges through prototyping and testing ideas. Day 1: Understand the problem. Day 2: Sketch solutions. Day 3: Decide on the best solution. Day 4: Prototype. Day 5: Test with real users. It's a rapid, collaborative approach to innovation.

Features

- Understand: Define problem, map journey, gather insights, set goals, establish scope
- Diverge: Generate wild ideas, explore alternatives, encourage creativity, break barriers
- Converge: Group discussion, align on direction, make decisions, establish plan
- Sketch: Individual brainstorm, diverse ideas, quick sketches, share concepts, critique
- Decide: Dot voting, discuss merits, converge on solution, assign tasks
- Map: Visualise user flow, identify pain points, prioritise features, refine
- Prototype: Build low-fidelity model, gather materials, iterate rapidly, refine
- Test: Recruit users, set scenarios, observe interactions, collect feedback
- Validate: User interviews, gather feedback, analyse data, validate assumptions
- Reflect: Review outcomes, identify learnings, document insights, plan next steps

Benefits

- Accelerates problem-solving, compressing timelines, promoting focused
- and effective collaboration
- Sparks creativity, generating diverse ideas and innovative solutions
- Clarifies goals, aligns teams, defines actionable steps, mitigates uncertainty
- Prioritises user needs, validates assumptions, ensures product-market fit
- Empowers teams, fosters ownership, boosts morale, nurtures creativity
- Mitigates risk, identifying flaws early, validating concepts and justifying investment
- Aligns stakeholders, resolves conflicts, builds consensus, strengthens team cohesion
- Encourages experimentation, facilitates learning from failures, promotes continuous improvement
- Provides actionable insight and valuable data to inform decision-making
- Builds digital capability and confidence, upskilling teams and transferring knowledge

Impact sprint

An impact sprint is a fast-paced, highly collaborative review of your transformation, change or innovation programme, designed to provide clarity in complex delivery environments. A series of interactive workshops will help you align individual initiatives around clear and common outcomes and map out the vision for your programme.

Features

- Consider who to involve and how to engage them
- Explore programme objectives and the change you aim to deliver
- Impact-mapping to clarify potential outcomes
- Research what is important to end users
- Engage project teams to evaluate the impact of their work
- Map initiatives and how they fit within the bigger picture
- Assess how current outcomes and performance are monitored
- Discuss how impact will be measured
- Gather feedback from stakeholders and refine the map

Benefits

- Aligns strategic initiatives with organisational outcomes
- Creates a shared understanding amongst diverse teams and stakeholders
- Aligns activity amongst different teams
- Identifies risk, uncertainty and unintended outcomes
- Evaluates where best to invest
- Breaks down silos
- Shifts focus towards outcomes over outputs and activities
- Engages the people that get the job done
- Clarifies how to measure impact
- Builds digital capability and confidence, upskilling teams and transferring knowledge

Digital product and service accelerator

Helps reduce risk and longer term costs when investing in new products and services where time is of the essence. Strategically combines research and rapid prototyping to provide assurance that the proposed product or service features will deliver value to users and can be delivered in the current business context.

Features

- Workshops and one-to-one meetings to align team and key stakeholders
- Secondary research to review existing data, documents and insights
- Primary research to fill gaps in understanding of user needs
- Explore security, privacy, and policy constraints
- Analyse insights to inform prototype development
- Collaborative sketching sessions to generate creative ideas that address opportunities
- Technical exploration including research, prototyping and consultation with other teams
- Paper prototyping to test high level concepts
- High-resolution, interactive prototypes to test user journeys and specific features
- Playback and reporting to share progress, insights, decisions with stakeholders

Benefits

- Aligns team and key stakeholders around a shared vision
- Fills any gaps in current knowledge/understanding of user needs
- Establishes any assumptions and hypotheses
- Provides assurance that the proposed solution will deliver customer satisfaction
- Gives confidence delivery is possible in current context/constraints
- Provides agreement across organisation on how solution will serve business
- Establishes desirable outcomes and how to measure success
- Informs and supports evidence-based decisions on how to proceed
- Clarifies whether to invest further or shift focus
- Builds digital capability and confidence, upskilling teams and transferring knowledge

Digital, data and technology skills training (including agile and user-centred design)

Unboxed provides flexible training packages adapted to the specific needs of your organisation and teams. Based on the principles of user-centred design and agile delivery our courses are designed to engage people with different levels of experience and provide the perfect combination of theory and hands-on practice.

Features

- Facilitated by skilled and experienced design and delivery practitioners
- Real world examples used to illustrate complex concepts and methods
- Covers agile principles and how they apply in different contexts
- Reveals how user research informs design decisions and product development
- Covers different design disciplines (Service, Product, UX/UI)
- Explains Lean concepts (experimentation, hypothesis formation, validation, product/market fit, MVP)
- Sessions on research interviews, user personas/typologies, journey-mapping, contextual inquiry
- Sessions on story-mapping, prioritisation, sprint planning, show & tells,, retrospectives
- Activities include collaborative sketching and agile build of lego village
- Available in-person (on/off-site) or remotely (video and digital whiteboard)

Benefits

- Helps senior stakeholders see benefits of agile and user-centred approach
- Creates shared understanding between Product Managers, Delivery Managers, Designers, Developers
- Allows space for discussion/debate around organisational and cultural challenges
- Provides insight into GDS Service Standard and Service Assessments
- Integrated user-centred design and agile delivery of software development
- Prepares internal teams to work with external delivery partners
- Builds digital capability and confidence in non-digital specialists
- Adaptable for social workers, commissioners, medical professionals, accountants and more

Facilitation

Unboxed provides skilled and experienced practitioners to facilitate workshops, training and away-days for teams at all levels within your organisation. Sessions can be designed to deliver a range of outcomes including: strategic alignment; employee engagement; new ways of working; team cohesion, effective leadership; improved communication; better collaboration; skills development.

Features

- Provided by skilled and experienced digital practitioners
- Available in-person (on/off-site) or remotely (video and digital whiteboard)

Benefits

- Ensures delivery of agreed positive outcomes which may include:
- Align teams around your vision and form shared strategies to deliver them
- Engage employees in creative and collective activities
- Develop new ways of working to support organisational change
- Increase team cohesion and improves communication
- Enable better collaboration within teams and across organisational silos
- Build capability and confidence in new skills
- Define and encourage effective leadership

Technical services

Unboxed provides a suite of services to support public sector organisations with their technical, architectural, development, hosting and support requirements.

With over 20 years of experience with Ruby on Rails, AWS and other cloud technologies, we have deep expertise in building high quality, scalable and secure applications to fulfill wide ranging organisational needs.

AWS cloud strategy definition and implementation

Using an agile approach, we design and build optimal implementations of AWS for clients ranging from the NHS to central government. Incorporating application knowledge, strategic design, legacy transition, re-development, integration, data security, go-live and subsequent support. Solutions are secure, scalable, resilient, high-performing, efficient and future-proof. We are also Ruby experts.

Features

- Existing cloud architecture and configuration review
- Assessment of cloud requirements for existing and new applications
- Security risk assessment and implementation of improvements
- Proof of concept delivery onto AWS
- Design and delivery of cloud services from staging to production
- Delivery of infrastructure as code (IAC) assets for repeatable deployment
- Support and management of all AWS services
- Reselling of all AWS services
- Training and support on all aspects of the AWS platform

Benefits

- Ensure migration success through proper discovery and planning
- Innovate faster, reduce costs and operate more securely with AWS
- Modernise applications and reduce technical debt
- Move to a cloud-first strategy with modernised deployment practices
- Access the scalable and secure infrastructure offered by AWS
- AWS-hosted applications and systems that are secure by design
- Knowledge transfer and handover sessions for your staff
- Supports agile application development methodologies
- Minimise service disruption during transition periods
- Follow GDS and other Public Service assessment framework

Ruby on rails (RoR) digital development services

UWe have industry leading experience implementing digital applications using Ruby-on-Rails, AWS, Javascript, React and other technologies. We combine user-centred design experience with deep technical knowledge, delivering transformative solutions that fulfil organisational and user needs. We follow either the full GDS Discovery/Alpha/Beta/Live model or working more pragmatically.

Features

- People centred design to fully understand requirements
- Prototyping to verify that the right solution is being built
- User testing to produce the best product
- Fast efficient development by experts using Ruby on Rails
- Pragmatic infrastructure design and implementation with AWS or Heroku
- Security and testing central to our approach
- Performant and scalable solutions to handle any number of transactions
- Fast agile development, adapting to feedback as we go
- Upskilling of existing customer teams
- Ongoing support once the solution is live

Benefits

- Simple solutions to complex problems
- High quality, robust and secure digital applications
- Performant solutions capable of scaling to any number of users
- Flexible delivery approach adapting to changing requirements
- Thoroughly understood user and organisational needs
- Early mitigation of technical and organisational risks
- SC cleared team members, able to work on high security projects
- Built with accessibility in-mind, following GDS standards
- Open source development whenever possible
- Cyber Essentials Plus certification

Open source software engineering and development services

We specialise in web and API development, with technical expertise in Ruby on Rails, AWS and DevOps. We combine experience in user-centred design and technology delivering solutions driving digital transformation and replacement of legacy technology. We build robust, secure and scalable open source web applications and APIs, providing ongoing support.

Features

- User centred design to fully understand requirements
- Prototyping to verify that the right solution is being built
- User testing to produce the best product
- Fast efficient development of APIs and web applications
- Pragmatic infrastructure design and implementation with AWS or Heroku
- Security and testing central to our approach
- Performant and scalable solutions to handle any number of transactions
- Fast agile development, adapting to feedback as we go
- Upskilling of existing customer teams
- Ongoing support once the solution is live

Benefits

- Simple solutions to complex problems
- High quality, robust and secure digital applications
- Performant solutions capable of scaling to any number of users
- Flexible delivery approach adapting to changing requirements
- Thoroughly understood user and organisational needs
- Early mitigation of technical and organisational risks
- SC cleared team members, able to work on high security projects
- Built with accessibility in-mind, following GDS standards
- Open source development whenever possible
- Cyber Essentials Plus certification

DevOps engineering services, architecture, deployment and monitoring

We assist with customer engineering and DevOps needs for cloud hosted applications. Enabling simplification of existing and new AWS deployments, migration to the cloud, cost-reductions, development lifecycle efficiencies and implementation of robust, scalable and secure cloud services. We prioritise an agile approach, ensuring fit-for-purpose and cost efficient cloud architecture builds.

Features

- Existing cloud architecture and configuration review
- Assessment of cloud requirements for existing and new applications
- Security risk assessment and implementation of improvements
- Continuous Deployment, Testing, Continuous Integration, Continuous Delivery, Automation
- Tools expertise: AWS, Terraform, Ansible, AppSignal, Puppet, Chef
- Real-time reporting
- Design and delivery of cloud services from staging to production
- Delivery of infrastructure as code (IAC) assets for repeatable deployment
- Maintenance and Support
- SC security cleared professionals

Benefits

- Greater efficiency and reduced costs of development
- Improved user experience of platforms
- Speed up project delivery and improve quality through automation
- More cost efficient cloud architecture
- Increased security, scalability and resilience
- Maintenance and support agreements available
- Open source contribution whenever possible
- Cyber Essentials Plus certification

Technology audit and assurance

With our extensive experience of Ruby on Rails, AWS, Elasticsearch, Contentful and more, we assess the robustness, security, scalability and future proofing of your technical portfolio. After which you will have a clear understanding of what you need to do to support your technical strategy.

Features

- Pragmatic human-based architectural code review
- Codebase review
- Log comparisons against application roots to determine dead code
- Assessment of code and infrastructure quality of your existing applications
- Recommendations for refactoring and upgrading applications
- Assessment of integrations with third party services such as Contentful
- Recommendations for Faceted Search and general Elasticsearch optimisation
- AWS audit and configuration optimisation recommendations
- Clear steps to ensure enhanced reliability, scalability and security

Benefits

- Informed decision making for your technical strategy
- Understanding of the most important areas you need to address
- Product roadmap and backlog for your digital suite
- A plan for increased security, scalability and reliability
- Appreciation of redundancies in your technical infrastructure
- Cost-saving opportunities identified
- A roadmap for future proofing your digital strategy

AWS Configuration and Support

We provide AWS Configuration and Support — a UK-operated service configuration and support service for AWS environments. We have deep knowledge of platform automation, extreme scalability, Ruby-on-Rails, Docker, EC2, Terraform, Ansible, CloudFront, IAM and agile working, resulting in highly-flexible, robust and scalable infrastructure with minimal maintenance overheads and maximum availability.

Features

- Migration of existing applications to AWS
- Automated infrastructure provisioning using AWS CloudFormation
- Management of server capacity using AWS Autoscaling Groups
- Server monitoring using CloudWatch and 24/7 Incident Management Service Desk
- Automated failover using AWS Elastic Load Balancer and Route 53
- Content delivery using AWS CloudFront
- Disaster recovery using multiple AWS availability zones and regions
- Server configuration management using Ansible, Chef and AWS OpWorks
- Management of server access using AWS IAM and KMS

Benefits

- Flexible server capacity management
- Effectively unlimited server capacity
- Ability to handle high levels of concurrency
- Minimise hosting costs
- Automated notification of problems
- Automated security updates
- Easy replication of production environments
- Disaster recovery times measured in minutes rather than hours
- Elimination of Single Points of Failure

Ongoing support, maintenance and consulting

We provide second and third line ongoing support and maintenance improvements for your digital service or web application. This can be 24/7 cover or normal office working hours.

Features

- Major Production Incident (MPI) Process for Severity 1 incidents
- Wider problem management resolution for lower severity issues
- Second and third line support
- Maintenance and improvements for your applications
- Ongoing consulting

Benefits

- Highly skilled team, experienced in high severity incidents
- Peace of mind; critical support is a phone call away
- Reduced pressure on in-house team

Cloud support, maintenance, and consultancy services

We provide a series of services to support organisations to design and develop cloud-based digital products through agile, user-centred methodologies to meet user needs and organisational goals. From early identified problem/idea through to scalable, cloud-based products and platforms, Unboxed can support your organisation throughout the whole process.

Features

- Product management to identify and prioritise future enhancements
- Research, design, prototyping and user testing of potential new features
- Continuous insights from user testing and feedback
- Development of new features, hosting of services (eg FMCASP)
- Monitoring of agreed performance metrics
- Second and third line support
- Major Production Incident (MPI) Process for Severity 1 incidents
- Wider problem management resolution for lower severity issues
- Training and coaching in user-centred design and agile delivery

Benefits

- The support of a highly skilled and experienced team
- Peace of mind: critical support is a phone call away
- Your team can focus on other aspects of the service
- Clarity on what is working well and what needs improving
- Capacity and capability to continuously improve your service
- All the benefits of user-centred design and agile delivery

Digital products that improve lives and society

Unboxed have built three digital products that have broad reaching impact on different areas of society.

e-Petitions: allowing citizens to engage with our elected leaders sharing public concerns through petitions.

Remote Monitoring: freeing up clinical resource and timely identification of deterioration of medical conditions

Find My Child a School Place: improved school selection process and reduced costs per application

We can work with you to customise and host these for your organisational and user needs.

Back Office Planning System (BOPS) – Dedicated single-instance SaaS

An intuitive, cloud-based development management system, including integrated enforcement, appeals and pre-application services, handling all application types from submission to publication. BOPS has demonstrated measurable reductions in processing time during live pilots with local authorities and forms part of the government's Open Digital Planning programme, funded by MHCLG.

Features

- Receives applications from multiple sources, including PlanX and Planning Portal
- Open, standardised data for 'single source of truth' across services
- Open API for quick and easy integration
- Integrated, public-facing communications platform with configurable templates via GOV.UK Notify
- Instant, automated publishing through the Digital Planning Register
- Intuitive document handling and automated constraints data
- Data driven workflow bringing officers information when they need it
- Designed with planners through MHCLG's Open Digital Planning programme
- Open data to support easy reporting and integrations
- Innovative, continuous improvement product development model, led by local authorities

Benefits

- Cloud-hosted SaaS service with dedicated environment, no local installation
- Intuitive, responsive user interface requires minimal onboarding and reduces mistakes
- Streamlined, in-system consultation for faster turnaround and rapid validation
- Reduced failure demand through public self-service and faster processing
- Adapts to legislative changes, easy to add new application types
- Dedicated environment with centrally managed upgrades and predictable maintenance
- Developer-led support – no hidden fees for upgrades or servicing
- Highest standards of privacy, data protection, Cyber Essentials Plus accredited
- Developed by a community of LPAs driving innovation in planning
- Built in accordance with the Technology Code of Practice

Back Office Planning System (BOPS) – Multi-tenanted SaaS service

An intuitive, cloud-based development management system, including integrated enforcement, appeals and pre-application services, handling all application types from submission to publication. BOPS has demonstrated measurable reductions in processing time during live pilots with local authorities and forms part of the government's Open Digital Planning programme, funded by MHCLG.

Features

- Receives applications from multiple sources, including PlanX and Planning Portal
- Open, standardised data for 'single source of truth' across services
- Open API for quick and easy integration
- Integrated, public-facing communications platform with configurable templates via GOV.UK Notify
- Instant, automated publishing through the Digital Planning Register
- Intuitive document handling and automated constraints data
- Data driven workflow bringing officers information when they need it
- Designed with planners through MHCLG's Open Digital Planning programme
- Open data to support easy reporting and integrations
- Innovative, continuous improvement product development model, led by local authorities

Benefits

- Cloud-hosted, SaaS model – no installation, can be used anywhere
- Intuitive, responsive user interface requires minimal onboarding and reduces mistakes
- Streamlined, in-system consultation for faster turnaround and rapid validation
- Reduced failure demand through public self-service and faster processing
- Adapts to legislative changes, easy to add new application types
- Shared hosting and maintenance costs with frequent, automated updates
- Developer-led support – no hidden fees for upgrades or servicing
- Highest standards of privacy, data protection, Cyber Essentials Plus accredited
- Developed by a community of LPAs driving innovation in planning
- Built in accordance with the Technology Code of Practice

Digital Health Remote Monitoring

To optimise time spent with patients, their outcomes and to reduce clinical appointment wastage, we offer Remote Monitoring, an application which allows patients to report their current symptoms of chronic conditions such as rheumatoid arthritis using patient reported outcome measures questionnaires.

Features

- Evidence based patient chronic condition management
- Customisable to include new medical conditions
- Effortless communication with patients via text message
- Proven easy to use interface for all patients
- Simple to use admin features
- Secure cloud-based patient data storage
- Comprehensive reporting on patient data
- Customisable PROM builder – create bespoke questionnaires
- Accessible interface using NHS design system and best practice

Benefits

- Timely identification of condition deterioration
- Understand the current health status of existing patients
- More productive clinical appointments
- Free-up clinical resource
- Reduce clinical appointment wastage
- Increased patient self-care
- Personalised patient care
- Monitor patients between sessions
- Visual symptom history

e-Petitions

e-Petitions enhances political engagement by allowing citizens to create, circulate, and sign petitions. Once they reach the required number of signatures, the outcomes of parliamentary debates are shared with the petitioners. This service is currently employed by the UK, Scottish, and Welsh Parliaments, and the Government of Jersey.

Features

- Create petitions and share them with your network
- View government-debated petitions with linked supporting video, text, and documents
- View responses by government to petitions
- Customise for different political organisations from national to local level
- Petition management and moderation
- Government response and debate management
- Strong cyber security for fraud prevention
- Securely hosted on AWS
- Geo-restrict signatures by IP address lookup
- Notify petition supporters of updates

Benefits

- Increases public involvement with politics in a constructive way
- Enables public engagement and dialogue with elected representatives
- Highly scalable to match popular demand from the public
- Offers insights on topics central to public interest
- Provides insights into regional issues
- Gives an accessible voice to the whole population
- Simple to use, following GDS design best practices

School Place Management Digital Services

Find My Child A School Place (FMCASP) is a platform for local authorities to reduce costs of school applications and reduce stress and anxiety for parents and guardians. FMCASP increases parent or guardians' ability to self-serve when it comes to selecting schools for their children, reducing the need to speak to people in the local authority. Unboxed will work with you to configure and host the service along with providing ongoing support.

Features

- Provides age-specific school information for parents
- Display schools closest to their home
- Schools displayed on a map with distances from parents' homes
- Clear indication of school catchment areas on maps
- Reliable up-to-date on all schools in the area
- Display of the best route from home to school
- Clear indication of free transport eligibility for children
- Shortlist builder to help parents select the right school

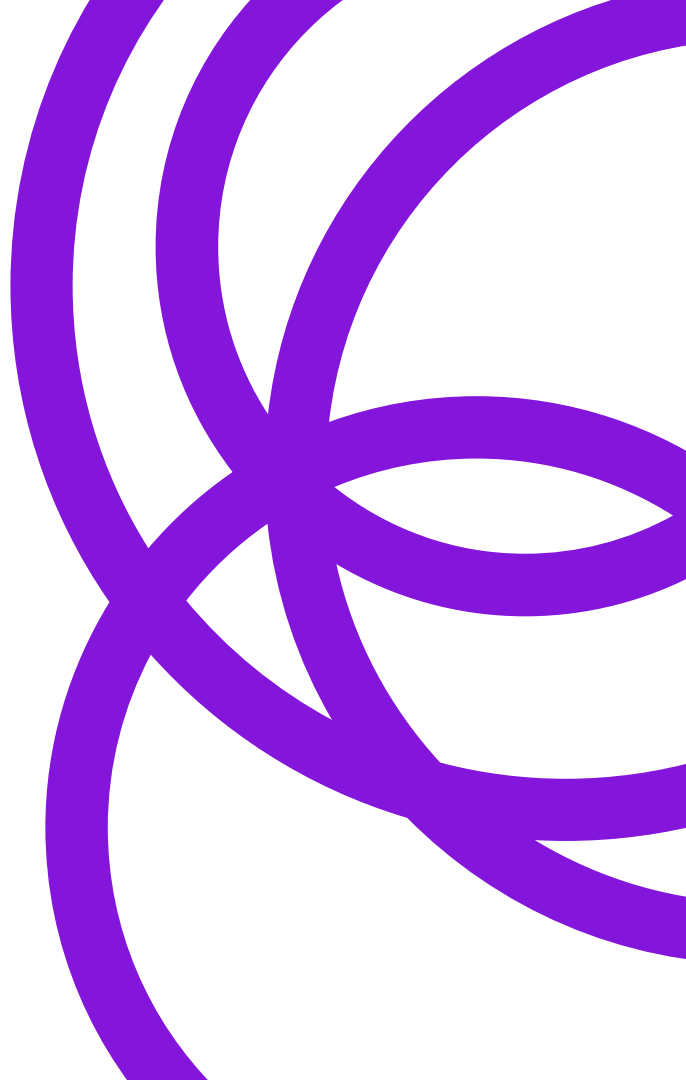
Benefits

- Completion of school selection online without additional support
- Reduced cost per application
- Reduced stress and anxiety for parents and guardians
- Saved time in the school selection process
- Enhances access to pertinent information for residents and new residents
- Transparency and ease of visibility of school catchment areas
- More positive community engagement with school admissions departments

We help big picture thinkers solve knotty problems

We are a human-centered design and digital product development agency.

We work with organisations of all shapes and sizes to turn big ideas into products and services that **make a positive impact on people's lives.**



Transforming government services

We help government to deliver better services by putting people first.

Unboxed has partnered with central and local governments to pioneer high profile services, support councils through knotty reorganisations, streamline complex processes and made it easier for residents to access essential services.

How we work

First, we prioritise trust.

That means engaging your stakeholders, listening hard and challenging your thinking. That doesn't mean arguing or being inflexible. It means getting to the root cause, not sticking plasters on symptoms.

Second, our designers and technologists work in tandem, not in sequence.

This enables us to build and validate as we go, getting you to better outcomes faster.

Third, we take partnership seriously.

From knowledge sharing to training and support, we give you everything you need to thrive once we're gone.

What we do

- Deliver human-centred service design and research
- Develop and implement digital products and services
- Build digital capability and confidence
- Provide service improvement and maintenance

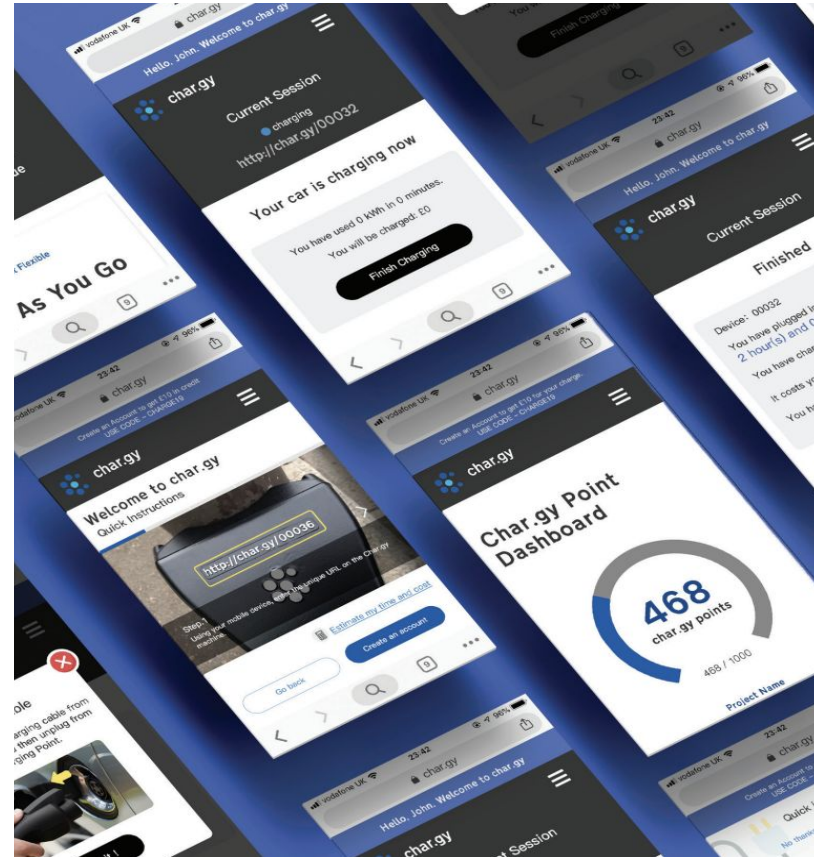
Human-centred service design & research

We'll help you understand how you can solve a problem for the people you want to support. Through collaborative, human-centred methods, we partner with you to create viable, sustainable products and services that people will love.



Digital product development & implementation

Our designers and technologists work alongside your people to design, test and build great products and services that create lasting value for your customers while making best use of new and emerging technology.



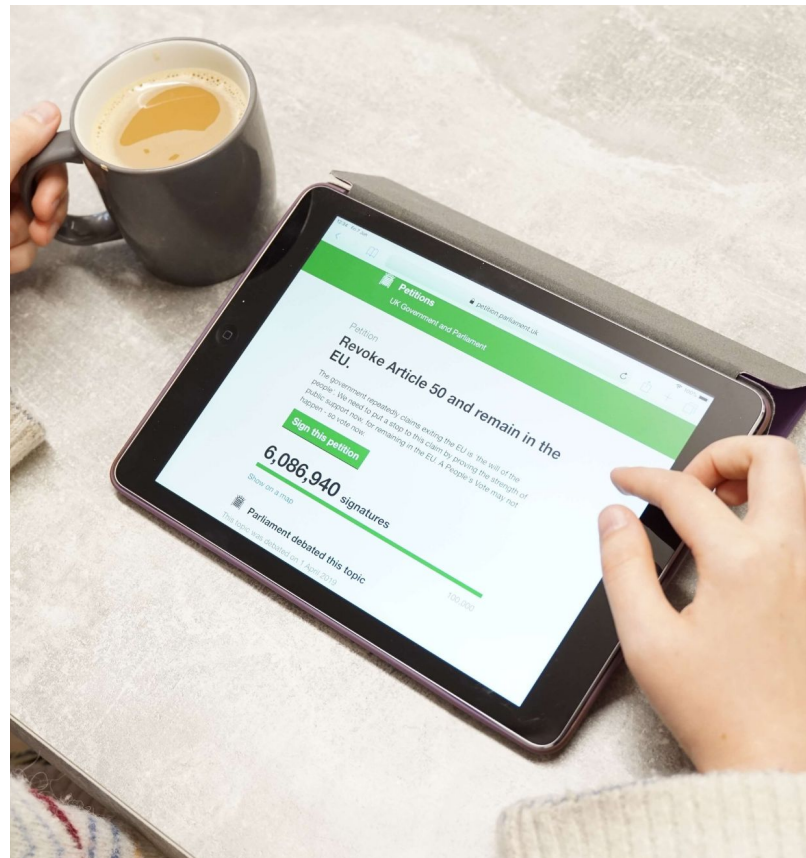
Digital capability & confidence

Through coaching, mentoring and learning by doing, we'll leave your team with the agile and human-centred capabilities to continue to iterate and improve the product or service.



Service improvement & maintenance

We create impact that lasts. Through ongoing support and maintenance, we make sure that products and services continue to meet the needs of the people that use them, even when those needs change.



UNBOXED

Thank you

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