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Why we provide Cloud support services to our Subscribers

The purpose of our services are to enable the success of your operations, projects, change management, clusters and to enhance services, flows and outcomes for citizens and organisations through the whole system.

We do this with a person centred architecture for interoperability and service integration. This is our mission as a Community Interest Company. This makes us akin to a public service as we complement all the work the public sector does. We enable organisations and peoples' data to move in a congruent way.

Your satisfaction with Mydex CIC and what our approach brings to the table will help us to deliver aligned benefits and solutions for interoperability and service integration. Improved experience, outcomes and manifest reductions in friction, effort, risk and cost for Subscribers and our Members (People).

Why do we provide services?

Your success, sustainability and satisfaction helps broaden the connectivity of people through building trust and relationships. This increases the potential of an expanding public benefit network, with a shared secure data logistics network. People at the centre joined up with their service providers and circles of support. People integrate their life in key areas like public services which are

deeply personal and operate at many levels.

It is about benefits for all stakeholders with seamless integration through joined up services at the data and service event layer. A different approach that brings congruence.

People can be active participants in this system. Equipped, enabled and connected to their service providers and each other. This approach delivers improved experience, outcomes and ongoing benefits for our subscribers and our Members.

Service providers are experiencing their own Friction, Effort, Risk and Cost in a rising demand for services that needs to be supported. They seek prevention and early identification of potential risks and opportunities to improve public services and citizens' overall wellbeing.

The more a person centred architecture for interoperability and service integration is adopted, and becomes part of the routes open to people and service providers, the better we deliver our mission and purpose as a community interest company.

Sustainability for the long term

Sustainability is one of the key requirements of our shared mission over the long term. This is achieved through subscription fees for the use of our software as a service portfolio. The more trust through data infrastructure, and secure connections between citizens and service providers, the better the outcomes are for all. Internal and positive externalities.

Our people costs are our most significant investment and most valuable asset alongside our Core API Services and Application services we have built and operate 24hrs a day 365 days a year.

Skills transfer is our priority not dependency

We are seeking to provide effective skills transfer so that your own programme

of adoption can be planned out using internal resources working to your own plan aligned to each context you apply it. This may be internal team members or your application providers, system integrators or managed service outsourcers or wider regional, national systems and shared services.

Skills transfer is vital because we know that there is significant ambition and challenges being faced today that will also manifest themselves through significant reorganisation across public services which involve people. This also includes service providers across the public, third and independent sectors

We focus on solving systemic challenges for everyone

We understand that many daily challenges exist in delivering front line services. There is tension between that and the desire for improvements, achieving integrated services and improved outcomes, experience and reducing costs.

We help you tackle these systemic issues faced today by making it possible to overcome those in an incremental manner. This approach delivers increasing returns in far shorter timescales than traditionally experienced. A compelling business case entirely within an organisation or group of organisations to make.

This approach benefits all stakeholders, people and service providers. Data flows across public services and enables proactive engagement and prioritisation.

It addresses the significant issues of application consolidation, interoperability and service integration as well as any new reporting layers.

Adding the person centred architecture as an option into your strategic and operational plans delivers the strategy and level of savings. Increasing demand for services that can be applied incrementally within a single service or across a network of services.

Significant changes are coming to public services across the UK

There are significant ongoing operational and financial pressures on public services. In addition pressures are coming from reorganisations of public services and how they are being managed and delivered. Consolidation of NHS into fewer regional governance structures both in England and Scotland. Local Government Reorganisation and consolidation into fewer institutions through Unitary Authorities in England over the next three years.

This has a knock on effect into the third and independent sector and the attending change management and migration and integration of existing application software and services as they seek to integrate more seamlessly.

In all these changes, the only remaining constant are the people - citizens, carers, front line teams, communities. A person centred architecture for interoperability and service integration is the way forward.

We believe we can provide cost effective and innovative support for these consolidations and transformations. We can reduce the risk and complexity of these changes and deliver an innovative path towards seamless service integration across our subscribers and the local public service delivery networks.

We are here to assist with our Software as a Service and expertise and support services to de-risk these challenges and deliver positive impact for public services today and into the future in a sustainable low cost way which improves outcomes and experience for all.

Ongoing support

Once you are live and operational we will always be here supporting you through our software as a service offering, and our ongoing support services that form part of annual subscriptions.

We can be an additional support resource at the orientation and planning phase or regular checkins and progress review meetings. However the opportunity and work is principally internal.

As experience grows we can continue to be there to assist in planning and integration and interoperability support as and when it's needed. This might be for a new service integration or application integration that can be accessed directly via G-Cloud pricing on a call off basis.

Type of services and skills transfer we provide

We bring a combination of software as a service offerings with a range of cloud support services covering orientation, planning, integration and project support services.

These are based on a person centred ecosystem architecture which can deliver significant improvements in how services can be integrated and transformed. Our approach achieves interoperability across applications and other organisations that underpin service delivery.

What we also bring is decades of practical expertise on software applications, their integration and interoperability and different approaches to achieving that. We are here to support you, through our services when investigations start or a decision has already been made

A decision might be to consider and investigate this approach which our software as services offerings enable, then to aid in your planning and delivery of desired improvements alongside and benefiting operational services.

Our services focus is on the successful delivery of your project or service

through effective adoption.

Our services can be delivered at any stage in support of your lifecycle.

- **Options appraisals and benefits identification to support a business case for investigation**
- **Undertaking your own applied research and innovation through tests of change** within a sandbox environment, through to live pilots and evaluations. Along the way tracking benefits and impact mapped to the business and additional positive externalities. Impact and value proof points.
- **Moving towards a business case for operational adoption** on an incremental basis with minimal change at the operational service delivery.

The Business case is from our experience about delivering significant operational benefits and reductions in administrative overheads.

This releases front line teams back to delivering the citizen facing services and prioritising waiting lists and allocating resources or recommendations and linkages to other services.

This leads to reduction in friction, effort, risk and cost daily operational and feeds up into management and compliance reporting and insights.

This will also dramatically reduce integration costs with third party applications by reducing the number of integrations needed to build internal interoperability and connectivity with the citizen to join up services and experience. Faster integration and interoperability with a managed programme of adoption integration.

- **Live operational roll out with a roadmap and incremental adoption plan** prioritised based on demand and the integration potential within applications involved in a service delivery.

There are benefits for all stakeholders from achieving seamless integration

through joined up services at the data and service event layer.

We believe and have evidence built up over the last 18 years that People equipped, enabled and connected to their service providers and each other delivers improved experience and outcomes and ongoing benefits for our subscribers and our Members (People).

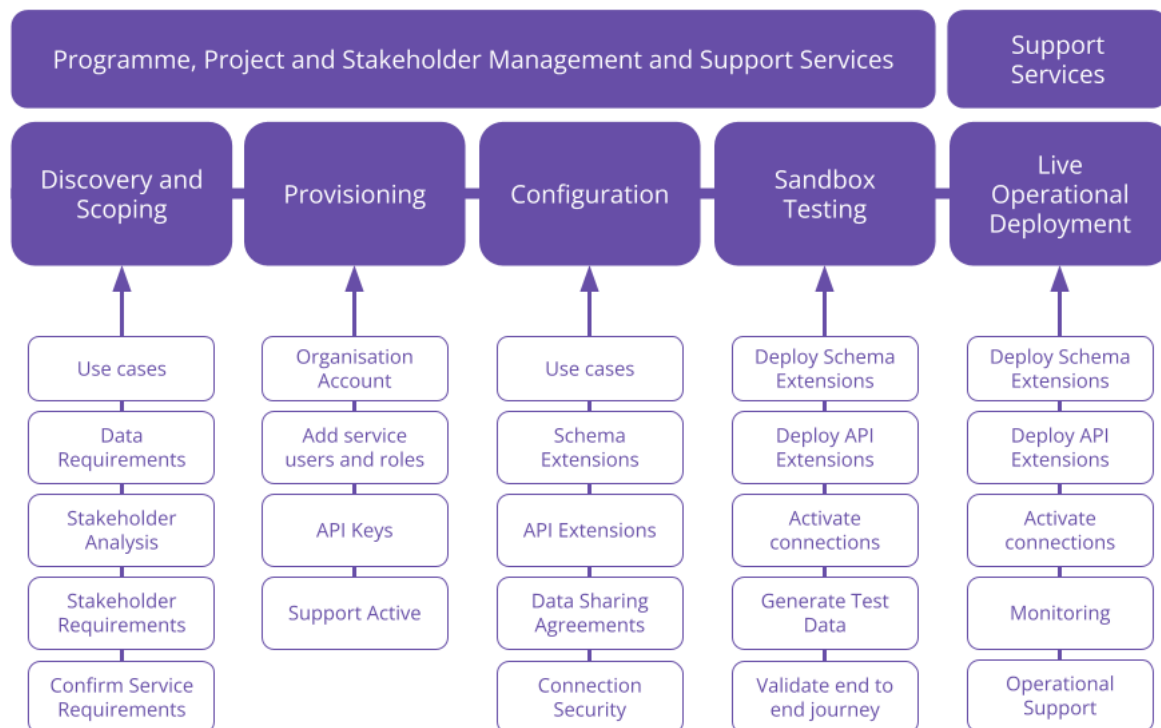
Our Services portfolio

Our orientation, planning, implementation and support services are modular in nature and can be configured to meet specific service objectives. The modules of services are described in the pricing summary for our support services.

These services can be applied to the following Mydex Software as Service offerings listed in Lot2b within G-Cloud 15. These include our three Core API Services and our Application Services for organisations:-

- Mydex Identity as a Service (IDaaS)
- Mydex Personal Data eXchange (PDX) Holder Service Provision including consent Management, Data Sharing Agreements and GDPR compliance
- Mydex Master Reference Data Services (MRD)
- Included Citizen Engagement Platform
- Service Provider application

The diagram below shows these services in the context of a typical service activation journey with each major element identified and high level deliverables.



Discovery and Scoping - enables all use cases, data requirements, stakeholder requirements and service requirements to be confirmed, this is achieved through a combination of workshops, briefings, online documentation and reviews of use cases.

Provisioning - depends on the nature of cloud software service(s) that the subscriber has selected. Each subscriber is able to manage their own organisation and invite team members to participate. Subscribers create specific named service users allocated specific roles and API access issued for one or more services provided. Support is activated for the account.

Configuration - Platform services are configured to support specific use cases including any Master Data Schema and Core API extensions and the creation of the relevant data sharing and service agreements and consents flows required.

This can include onboarding new service providers and relying parties to one or more of our Core APIs or application services. Ensuring the safety and security of our services for subscribers and the citizens (Members) we serve comes through verification of subscriber organisation credentials and whitelisting of their service endpoints.

We can undertake configuration of our services to meet specific requirements and use cases. These are assessed and sized using our modular packaged services or via the SFIA rate card depending on the complexity.

Sandbox Testing - Mydex supports the subscriber as they perform tests of their services and integrations against the Mydex Sandbox which emulates the live service.

Live Operational Deployment - Moving extensions and enhancements from sandbox to a live operational service on our production platforms with ongoing support activated.

Project, Programme and Stakeholder Management and Support Services - Depending on the nature and scope of any contract we can provide management and support services as part of a subscribers own programme or project.

We can act as a coordination and communication service for a multi stakeholder, multi subscriber based programme or services including the management of proof of concepts and pilots. This includes the feedback and evaluation tools to gain a clear baseline and progress updates from citizens and service providers for their own reporting dashboards.

These services do not replace the role of executive sponsors, Senior Responsible Officers, budget holders and internal programme and project management services but can provide expert support in relation to delivering successful outcomes in a timely manner, to budget and specification.

Support Services - Subscribers can create a specific mixture of ongoing support services from Mydex in relation to their use of any of the Safe Secure Cloud Core

API and application services. This can include provision of access to new service features and configurations within our own roadmap or extensions to core master data schemas, interoperability template configurations for our Core API Services and our Feature Blocks as well as extended support and training for future programmes and wider roll out.

Core API Services support services

We provide three Core APIs each designed to address different aspects of seamless service integration. We offer a range of support services summarised below

Service features

- Overview of the each Core API services features and functions
- Supporting review of each use case and sharing our knowledge about how such use cases can be implemented based on eighteen years of experience working with policy makers, service designers and service transformation specialist
- Briefing on, connecting to and using each Core API Service
- Briefings and resources setting out GDPR compliance and how it can be used to drive innovation and service transformation and reduce information governance complexity and increase security and protection from specific threat vectors, leveraging our 12 years of ISO27001 independent certification
- Supporting Subscribers own in house technical and security teams to integrate to their in house applications or their third party commercial applications
- Supporting their third party application developers, integrators and managed service providers as they get connected
- Scoping any specific configuration requirements using our interoperability template system
- Prioritising policy and programme areas for adoption
- Signposts the right resources and information within our extensive technical documentation for product and service owners and their technical architects, designers and software engineering teams
- Building implementation roadmaps and ROI and SROI baseline
- Provisioning support for new subscribers and new clusters of subscribers seeking to work collaboratively to create joined up seamless service integration

- Strategies and techniques for citizen recruitment and engagement
- Support for communication programmes to internal and external stakeholders

Service benefits

- Improved engagement and trust with citizens and higher adoption rates
- Faster, more efficient planning and implementation
- Skills transfer to local teams
- Access to expert services in support of local implementations
- Effective business case building for ROI/SROI and impact
- Continuity of support during transition to integrated journeys
- Enables rapid evolution of existing programmes
- Enables seamless step by step journeys to be created
- Enables frictionless end to end journeys
- Improved return on investment and budget spend

Included Engagement Platform

We offer a range of modular services for Included one of Application Services built on top of our Core API services. The features of those services are summarised below and the benefits that accrue from their use by our subscribers and their stakeholders.

Service features

- Overview of the Included Platform features and functions
- Briefing on using projects services
- Briefing on using insight services
- Briefing on using offers services
- Briefing on using Self Service Organisation Management
- Creating two way engagement feedback loops
- Prioritising policy and programme areas for adoption
- Supporting communications, researchers and policy analysts with their use case development, data ethics, GDPR compliance.
- Supporting their information governance and security teams to reduce complexity and ensure Data privacy impact assessments are clearly defined showcasing how risks are reduced using Included.

- Signposts the right resources and information
- Building implementation roadmaps and ROI and SROI baseline
- Provisioning support for new subscribers
- Strategies and techniques for citizen recruitment and engagement

Service benefits

- Improved engagement and trust with citizens and higher adoption rates
- Faster, more efficient planning and implementation
- Skills transfer to local teams
- Access to expert services in support of local implementations
- Effective business case building for ROI/SROI and impact
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Service Provider Application

This is a multi-tenant, multi user cloud based web application that is seamlessly integrated into the Safe Secure Cloud Core API services.

It was specially designed to connect and equip service providers who do not have their own business applications such as case management and CRM systems. They may currently be using paper, spreadsheets and documents and digital forms for completing assessment, referrals, onboarding and operational record keeping supported by email and phone. Our support services offer the following features and benefits

Service features

- Overview of the Service Provider features and functions
- Briefing on using Self Managed Directory Services
- Briefing on using Self Service Organisation Management
- Briefing on using Referrals management services
- Creating two way engagement feedback loops
- Prioritising policy and programme areas for adoption

- Signposts the right resources and information
- Building implementation roadmaps and ROI and SROI baseline
- Provisioning support for new subscribers
- Strategies and techniques for citizen onboarding and operational support

Service benefits

- Improved engagement and trust with citizens and higher adoption rates
- Faster, more efficient planning and implementation
- Skills transfer to local teams
- Access to expert services in support of local implementations
- Effective business case building for ROI/SROI and impact
- Continuity of support during transition to integrated journeys
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