

**FOI subject access
requests and complaints
case management**

G-Cloud 15

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Service overview

CDS delivers a fully managed, subscription-based case management system for managing FOI, subject access requests and complaints, built on Appian. The system streamlines correspondence handling, reduces operational burden, and enables accountable delivery of regulated services within highly governed environments..

Using Appian's low-code platform, pre-built components, workflows, integrations, AI automation, and bespoke development, we can meet your exact requirements, enabling faster delivery, reduced risk, and accelerated speed to value.

Our fully managed service includes:

- Access to Appian's proven case management platform
- Configuration to meet your exact requirements using agile delivery, focussed on speed to value
- Ongoing application and platform support
- Secure UK cloud hosting
- Appian user license.

Features and benefits

Features

1. A SaaS platform that ensures performance, scalability, security and stability
2. Pre-built modules for the core components of the services
3. User management and role-based access control
4. Inbuilt data retention policies and document version control
5. Parameter driven SLA management with automated reminders and escalations
6. Fully automated template-based email/SMS/letter generation you control
7. Full auditing for regulatory compliance
8. Preconfigured and self-service dashboard creation with AI powered insights.
9. 99.99% uptime SLA with built-in disaster recovery and high availability.
10. Secure UK hosting

Benefits

1. Dynamic and intuitive workflows, configurable to your requirements
 2. Improved efficiency and cost reduction through automation and streamlined processes
 3. Enhanced customer satisfaction and improved communication
 4. Realtime SLA ticker and timeline providing clear performance tracking/audit
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5. Easy to prove regulatory compliance
6. Increased operational transparency and clarity of ownership
7. Proactive identification and resolution of issues
8. Inbuilt GDPR compliance for personal and special category data
9. Speed and quality of implementation
10. Performant, scalable, secure and stable platform.

About Appian

Our fully managed case management system for managing FOI, subject access requests and complaints is built on Appian Cloud, a recognised global leader of low-code case management application development, digital process automation (DPA), intelligent business process management systems (iBPMS), and dynamic case management (DCM).

Appian is a proven and trusted platform across the public sector. More than 600 organisations worldwide, including governments and public bodies, use Appian-powered applications to improve customer and citizen experience, drive operational excellence, and simplify risk management and regulatory compliance. Appian customers include:

- Mental Welfare Commission Scotland – Information and case management system
- West Mercia Police – Digital forensics case management system
- Independent Office for Police Conduct (IOPC) – Investigative case management system
- Social Work England – Regulatory case management system used to manage the registration and validation of the social worker community, appeals, investigation and inquiry processes.
- Research Data Scotland – Customer platform for Research Access Service
- National Crime Agency (NCA) - International criminal case management system
- Ministry of Justice – Case management system to support Prisoner Escort and Custody Service
- Medicines and Healthcare products Regulatory Agency (MHRA) – Customer experience and case management system.

Global technological research and consulting firm **Gartner** in 2025 ranks Appian as a **Leader in Enterprise Low-code Application Platforms** highlighting Appian's core strength in Case Management and Enterprise Process Automation, as well as its **world class governance capabilities**.

Key components of the Appian platform

- A highly secure SaaS platform that ensures performance and stability.
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- Citizen-facing portal combines simplicity, security, and automation, empowering the public to submit complaints easily while giving customers instant, accurate case creation within the same compliant, cloud-based environment.
- Data fabric enables the creation of data models that helps connect and manage data from different sources, reducing integration and improving decision-making.
- In-memory data handling speed of response.
- In-built AI to enable searching of cases using natural language, analyse and summarise case comments and documents, or engage with a chatbot to gain additional insights on a case record
- In-built, user interface-driven data modelling.
- In-built, drag-and-drop-based process modelling, supporting orchestration of complex and parallel processes (incorporating user interactions via screens, logic gates, business rule interpretation and automation).
- In-built 'Screen designer' interface providing drag-and-drop capability, using configuration to enhance the experience.
- In-built, drag-and-drop report designer which provides live reporting embedded within any screen of the application
- Configuration-driven API building including REST and GraphQL compatibility.
- A process mining module, with in-built visualisation of process operation and automated improvement suggestions.
- A self-service analytics module which includes the ability to link to a private endpoint LLM for natural language-based analysis
- Offline working capability with re-synchronisation once back online
- Direct access to data for BI tools
- Automated, no code-based export of data for data warehousing requirements.

Key benefits

- **Evergreen Environment:** Quarterly platform updates ensure you're always on the latest version, with no added cost or disruption
 - **Scalability and Performance:** Hosted in the UK on Amazon Web Services (AWS), Appian Cloud delivers high availability, low latency, and global scalability. Automatically scales with demand, supporting both small teams and enterprise-level workloads.
 - **Reliability:** Backed by a 99.99% uptime SLA with built-in disaster recovery and high availability. Redundancy across regions ensures business continuity.
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- **Security and compliance:** Certified for key standards: ISO 27001, SOC 2, GDPR. Continuous monitoring, encryption, access control, and vulnerability management built in.
- **Cost efficiency:** Subscription-based model includes infrastructure, platform, updates, and support—reducing total cost of ownership (TCO).
- **Innovation driven roadmap:** Regular feature releases focused on AI, process mining, automation, and user experience. Customers benefit from a constantly evolving platform aligned with emerging technology trends.

Accessibility

Appian's user interface is designed to meet public sector accessibility requirements and is compliant with WCAG 2.2 AA and EN 301 549. The platform provides keyboard navigation, screen reader compatibility, adaptable visual presentation, and robust mobile support across supported devices and browsers. Accessibility is built in by design, with regular validation against recognised standards, enabling organisations to deliver inclusive digital services that are usable by all, including users who rely on assistive technologies.

Application support

To support the application, CDS provides access to its standard support model, delivering a fully managed, proactive service aligned to ISO 20000:2018 and ITIL best practice. We provide end-to-end application and platform management, including maintenance, incident, problem, and change management, underpinned by continuous service improvement to maximise reliability, performance, and customer value.

We offer three service levels (Bronze, Silver and Gold) each providing:

- Online Service Desk Portal available 24x7 for logging and tracking incidents and requests.
- Telephone support via a dedicated helpline available from 9am to 5pm Monday – Friday (excluding English Bank Holidays). Out of hours available on request.
- Highly skilled service desk team who manage and resolve incidents and requests in accordance with the agreed SLA.
- Ongoing maintenance including application of security patches.
- Structured change management to ensure updates are properly assessed, approved and implemented.
- Monthly performance report to provide visibility of service levels and operational metrics.

SLA Incident response

Service	Bronze	Silver	Gold
Incident response			
P1 - To be called in	15 minutes	15 minutes	15 minutes
P2	1 hour	1 hour	1 hour
P3	1 hour	1 hour	1 hour
P4	4 hours	4 hours	1 hour
P5	1 working day	1 working day	1 hour
P6	1 working day	1 working day	1 hour
Target incident resolution - core hours			
P1	8 hours	6 hours	4 hours
P2	15 hours	11 hours	8 hours
P3	5 working days	3 working days	1 working day
P4	7 working days	5 working days	3 working days
P5	N/A	14 working days	10 working days
Major Incident Report	N/A	10 working days	5 working days

Hosting

The case management system can be deployed in the UK public cloud on Amazon Web Services (AWS) as part of a fully managed SaaS service. This includes secure hosting, proactive monitoring, patching, and resilience controls, ensuring a scalable, highly available platform for continuous, secure service delivery. Alternatively, the system can be deployed within a customer's own AWS or Azure environment, or on-premise, as a self-managed option to meet specific operational or regulatory needs.

Platform support and monitoring

The Appian platform is monitored 24/7/365, providing continuous security, performance, availability, and compliance oversight. Appian offers three support tiers, Foundation, Professional, and Signature, outlined below:

	Foundation	Professional	Signature
Expert guidance			
Appian Community	✓	✓	✓
Onboarding session	✓	✓	✓
Customer success manager	✓	✓	✓
On-demand advisory services	✓	✓	✓
Insights	✓	✓	✓
Innovation briefing		✓	✓
Technical support			
Priority 1 and 2 issues	24x5	24x7x365	24x7x365
Priority 3 and 4 issues	Business hours	Business hours	24x5
Designated support contacts	4	12	30
Case management	Web & phone	Web & phone	Web & phone
Lead engineer			✓
Appian Cloud service level			
Service level availability	99.80%	99.95%	99.99%
Host region options	Any	Any	Any
Pre-release testing program	✓	✓	✓
Appian Cloud administration	✓	✓	✓
Custom domains	✓	✓	✓
Custom mail server configurations	✓	✓	✓
High availability for production		✓	✓
Enhanced data pipeline		✓	✓
Log streaming		✓	✓
Additional capacity for non-production instances			✓
Additional storage			500GB
Data snapshot and refresh			✓
Appian Protect			
Data loss prevention	✓	✓	✓
Published certification reports and certificates	✓	✓	✓
Standardized information gathering (SIG)	✓	✓	✓
Third-party security questionnaires	✓	✓	✓
Private network integrations	✓	✓	✓
Bring your own key		✓	✓
Data at rest encryption		✓	✓
Subscriber security questionnaire		✓	✓
Signature security package			✓

Licensing

The Appian case management system is procured on a subscription basis, as part of a fully managed service via Amazon Web Services as its IaaS.

Contact details

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