

CIVICA



G-Cloud 15 Service Definition Document

Microsoft 365 Services

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Any questions regarding this document should be directed to:	
Name:	Civica UK Limited
Address:	Southbank Central, 30 Stamford Street, London, SE1 9LQ
Telephone:	0333 321 4914
Email:	g-cloud@Civica.co.uk

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1. Microsoft 365 Services

1.1. Introduction

This is the Service Definition Document for Civica UK Ltd (Civica) Microsoft 365 Services under the G-Cloud Framework.

1.2. Overview of Services

Civica offers the following services to help Buyers choose the right strategy, plus plan, implement, operate, and evolve their Microsoft 365-based digital workplace.

Service	Description
Microsoft 365 Strategy and Planning Service	Leverage Microsoft 365's powerful cloud productivity capabilities to deliver a modern workplace transformation. Our strategy and planning service aligns business goals with modern workplace capabilities to define your current position and develop an actionable M365 strategy, vision, adoption and governance framework, and prioritised implementation roadmap for future digital workplace maturity.
Microsoft 365 Content and Compliance Service	Implement your information, retention and GDPR policies across a range of information assets, using powerful tools within Microsoft 365. Embed effective compliance through user-centric information management practices. Understand, exploit, and securely share information for business productivity using M365 technical controls and improved governance and policy measures.
Microsoft 365 Design and Implementation Service	Tailored agile service for design and implementation of Microsoft 365 solutions, e.g., intranets, collaboration spaces, EDRM, process automation and business intelligence (BI). Our M365 build service covers the entire implementation cycle, including user research, requirements, service design, configuration, development, deployment, integration, migration, rollout, on-boarding, training, change management and managed services.
Microsoft 365 Governance and Compliance Service	Implement data protection, regulatory adherence, and risk management through advanced auditing, classification, retention policies, and insider risk tools. Embed effective compliance through user-centric information management practices. Implement visibility, control, and secure collaboration across your organisation using advanced security and improved governance and policy measures.
Microsoft 365 SharePoint Consultancy Service	Adaptable service to design, implement and optimise Microsoft SharePoint solutions, such as intranets, collaboration spaces and document, Information and case management. Our SharePoint consultancy service supports the entire implementation cycle, including user research, requirements analysis, service design, planning, configuration, development, governance, user adoption, training, change management and managed services.
Microsoft Azure AI Document Processing Service	Transform and modernise your legacy business processes using Azure AI Foundry tools and features. Improve the efficiency and accuracy of data processing and classification using OCR, data extraction and generative AI features, integrated with M365, Dynamics and line-of-business systems, whilst maintaining governance and compliance policies
Microsoft CoPilot Readiness & Adoption Service	Maximise your investment in CoPilot with a service designed to ensure your preparedness for its implementation and rollout. Review your security and governance posture and identify recommendations to improve. Assist user adoption and champions programs support and increase your adoptions.
Microsoft 365 Support Service	A managed and proactive support service, providing first, second, third line support for your entire Microsoft 365 digital workplace. Following ITIL best practice, a flexible and scalable service for operation and improvement of all M365 workloads. A single point of contact for management of M365 incidents and requests.

1.3. Use of Subcontractors and Partners

The above services are delivered by Civica UK Ltd. Depending on the Buyer requirement we may operate with other Civica group companies including Civica NI Limited. Civica NI Limited is registered in Northern Ireland at 10 Weavers Court, Belfast, BT12 5GH.

2. Detailed Descriptions

Civica offers the following services to help Buyers to plan, implement and operate highly effective Digital Workplaces.

2.1. Microsoft 365 Strategy and Planning Service

Service Features and Benefits

Features	Benefits
- Comprehensive M365 roadmap and implementation plan. Licensing and cost optimisation - Business/technical readiness - systems/apps, content, workflow, maturity, culture, governance - Governance and compliance frameworks. Security and identity strategy alignment - Adoption and change management strategies to accelerate user interaction - Implementation planning for apps and services: risks, dependencies, implementation costs - Performance and scalability planning and optimization and health checks - Flexible scope: intranets, collaboration, EDRMS, BI, automation, complete digital workplace - Content services, knowledge, document and records management compliance, security, mobility - SharePoint, OneDrive, Teams, Exchange, PowerPlatform, Viva, Security and Compliance - Discovery, business case development, stakeholder engagement/communications, readiness assessment	- Gain stakeholder consensus on strategy, scope and business objective alignment - Reduces deployment risks and complexity - Improves user adoption and productivity via clear vision and plan - Governance and compliance from day one enhancing security posture, resilience - Optimizes licensing and reduces costs by agreeing scope, avoiding pitfalls - Supports hybrid and cloud-first strategies - Provides clear roadmap for digital transformation whilst accelerating ROI - Enables continuous improvement and scalability - Data security, records / information management, GDPR and compliance - Flexible resourcing from established Gold Partner's Microsoft 365 security-cleared experts

Scope and Project Approach



Organisations rarely fully realise required business transformation when implementing and operating Microsoft 365. Civica's M365 Strategy Services ensure your digital workplace initiatives are aligned with business goals and directly contribute to workplace efficiencies, operational transparency, accelerated evidence-based decision making and high employee satisfaction. Every engagement delivers actionable results with our established 6 stage methodology:

Phase	Description
Set up	This stage confirms the engagement objectives and the required outcomes, engages stakeholders and decision makers, and lays out a workable schedule.
Current state analysis	In the analytical stage we benchmark current systems, devices, and the content and infrastructure landscape. We also model types of users, your working culture and key 'ways of working' scenarios. Finally, we identify and quantify current challenges, issues, and opportunities.

Future state definition	During this stage we capture your vision and principles for your M365 Digital Workplace ensuring they are aligned with IT and business imperatives. From there, in close collaboration with you, we define the Digital workplace 'blueprint'. The blueprint is a model that includes service design, security, compliance, and operational governance. Finally, we compile your solution requirements in readiness for the next phase - procurement or the next implementation iteration.
Implementation strategy and planning	During the planning stage we work with you to prioritise elements from the workplace blueprint, identifying risks, blockers, and dependencies. From there we produce a high-level implementation strategy and roadmap. We also have the option of a change readiness assessment, highlighting any critical capability or capacity gaps, and offering recommendations for their closure. If required, we can also generate indicative implementation costs.
Transition	The goal with every implementation strategy engagement is always to leave you in a more informed position, with a clear direction and the knowledge and skills to utilise the deliverables as key artefacts in your digital workplace implementation. The transition planning stage focuses on drawing together the main insights and outcomes and handing them over to the business owners. Typical activities include compiling the main deliverables - typically a report or business case for change, hand-over of live deliverables to business owners (vision, blueprint, and roadmap) and presentation of insights, outcomes, and recommendations to senior stakeholders.
Follow-up	The 'Follow Up' stage of each engagement allows for a final check-in for any clarification and support, and an opportunity to close out any remaining questions.

Together the 6 stages in our methodology deliver a readiness to confidently take the next steps in your Digital Workplace journey, whether that be starting Microsoft 365 implementation programme or simply a service refinement initiative.

Our methodology is flexible and adaptable, allowing the option to tailor the scope and duration to meet your precise business needs. At its simplest, we offer an intensive 1-day strategy workshop, and can scale up to a comprehensive deep-dive engagement to reflect your exact business objectives and next steps.

Added Value and Innovations



Alongside our strategy services we offer:

- Art of the possible demonstrators to help explore platform capabilities, inform your digital workplace vision, solicit requirements, and start socialising ideas for modern working practices.
- Prototyping to explore your requirements and trial different approaches.
- Business stakeholder engagement to start the process of buy-in and business change.

Expected Buyer Outcomes

These include:

- Improved understanding of M365 and how it can be used to drive operational excellence.
- A clear and compelling vision for workplace productivity in your organisation.
- Implementation scoping and prioritisation, aligned with business need.
- A technology mapping that's right for you and your ways of working.
- An actionable high-level roadmap for implementation.
- Dependencies, risks, and blockers mitigated.
- Skills, capability, and capacity gaps identified and planned for.
- Pragmatic next steps for a confident start.

2.2. Microsoft 365 Content and Compliance Service

Service Features and Benefits

Features	Benefits
- Information policy analysis, outlining compliance risks and implications - Current information asset assessment (email, chat, documents, images, video) - Resolving policy compliance gaps with technological and organisational remedies - Assess your document Security Classification needs and define applicable controls - Mapping information retention, disposition and file-plan into M365's compliance framework - Mapping personal data protection policies to M365's information security framework - SAR, FOI, legal and internal investigation implementation guidance - Assessing applicability of advanced / emergent AI driven compliance features - Compliance benefits assessment for managed email, chat, and documents - Expertly leverage Purview for Insider Risk Management, compliance, security, eDiscovery	- Clear 'information as an asset', business case driven decision making - Simplified, user centric approach that maximises uptake and compliance likelihood - Single framework across M365 workloads: Exchange, Viva, SharePoint, Teams etc. - Actionable insights and implementation guidance for policy and compliance standards - Information lifecycle coverage: classification, restriction, sharing, archive, review, disposition - Regulatory risk mitigation for GDPR, ISO 27001, ISO 27018, etc. - Confidence compliance efforts are aligned to obligations and best practice - Stay ahead of information management and platform trends - Learn from successful approaches deployed in similar organisations - Advance internal skills, knowledge and develop self-sufficient capability

Scope and Project Approach



Over the last few years, you, and organisations like yours have spent a significant amount of time and effort from senior managers, information owners, IT, and staff to be GDPR compliant, often driven by the high financial cost of non-compliance.

For many, this was a chance to also align their information access, sharing, security, categorisation, record management and retention policies.

Despite this effort, organisations have struggled to implement these policies across content assets, in an effective and efficient manner.

Civica's Microsoft 365 Content and Compliance Service is designed to bring governance and reduce risk while managing your information assets for business productivity, and every engagement delivers actionable results with our established 6 stage methodology:

Phase	Description
Set up	This stage confirms engagement objectives and required outcomes, engages stakeholders and decision makers, and lays out a workable schedule.
Current state analysis	In the analytical stage we assess current systems, devices, content, and your infrastructure landscape. We also model types of users, your working culture and key 'ways of working' scenarios. Finally, we identify and quantify current challenges, issues, and opportunities.
Future state definition	During this stage we capture your vision and principles for your M365 Digital Workplace ensuring they are aligned with policy and compliance imperatives. From there, in close collaboration with you, we define the content and

Phase	Description
	compliance 'blueprint'. The blueprint is a model that includes service design, security, compliance, and operational governance. Finally, we compile your implementation requirements in readiness for iterative implementation.
Implementation planning	During the planning stage we work with you to prioritise elements from the content and compliance blueprint, identifying risks, blockers, and dependencies. From there we produce a high-level implementation roadmap. We also have the option of an implementation readiness assessment, highlighting any capability gaps, and offering recommendations for their closure. If required, we can also generate indicative implementation costs.
Transition	The goal with every M365 Content and Compliance engagement is always to leave you in a more informed position, with a clear direction and the knowledge and skills to utilise the deliverables as key artefacts in your digital content and compliance implementation. The transition stage focuses on drawing together the main insights and outcomes and handing them over to the business and technical owners. Typical activities include compiling the main deliverables - typically a report or business case for change, hand-over of deliverables to business owners (vision, blueprint, and roadmap) and presentation of insights, outcomes, and recommendations to senior stakeholders.
Follow up	This stage allows for a final check-in for any post-transition clarification and support, and an opportunity to close out any remaining questions.

Together the 6 stages in our methodology deliver a readiness to confidently start the process of Microsoft 365 content compliance.

Our methodology is flexible and adaptable, allowing the option to tailor the scope and duration to meet your business need. At its simplest, we offer an intensive 1-day content and compliance workshop and can scale up to a comprehensive deep-dive engagement to reflect your objectives and the next steps in your modern workplace journey.

Added Value and Innovations



Alongside our content and compliance services we offer:

- Art of the possible demonstrators to help explore M365 security and compliance capabilities, inform your Content and Compliance vision, solicit requirements, and start socialising ideas for compliant working practices.
- Prototyping M365 security and compliance options to explore your requirements and trial different approaches.
- Business stakeholder engagement to start the process of buy-in and business change.

Expected Buyer Outcomes

These include:

- Improved understanding of the Microsoft 365 security and compliance capabilities and how it can be best used.
- A clear and compelling vision for managing content and compliance in your organisation.
- Implementation scoping and prioritisation, aligned with business need.
- A technology mapping that's right for you and your ways of working.
- An actionable high-level roadmap for implementation.
- Dependencies, risks, and blockers mitigated.
- Skills and capability gaps identified and planned for.
- Pragmatic next steps for a confident start.

2.3. Microsoft 365 Design and Implementation Service

Service Features and Benefits

Features	Benefits
- Discovery, design and implementation service, rollout, training, and project management - New tenant provisioning or evolution of existing modern digital workplace - Information, document, records, knowledge idea management, Intranet, collaboration, and AI - Best practice continuous solution deployment and streamlined Microsoft 365 on-boarding - User research, service design, Information architecture, journey design and validation - Integration and customisation for optimum employee experience and adoption - Right-sized implementation and transition strategy including migration and coexistence - Security, data protection, compliance assessment, design, and planning - Change Management strategy/planning, skills transfer, training, and capability development - SharePoint, Exchange, Teams, OneDrive, PowerPlatform, Viva	- Alignment of evolving Microsoft 365 platform with your business objectives - Reduced implementation risk via skills gap closure and expert planning - Cost benefits through flexible M365 resourcing model - Skills transfer from Microsoft certified experts - Delivered using ISO 27001, ISO 9001, ISO 14001 certified processes - Accelerated implementation via tried and tested methodologies, frameworks, and tools - Faster ROI on your productivity investment to maximise business value - Support from a longstanding Microsoft certified Gold Partner - Drive adoption and increase user satisfaction via business change management - Planned post-implementation self-sufficiency

Scope and Project Approach



Our Microsoft 365 Implementation Services are a range of tailored digital workplace design, build and rollout services that capitalise on M365 capabilities and drive successful uptake. Our approach is founded on Civica's longstanding M365 expertise, underpinned by user and service-centric methodologies, frameworks and tools proven over years of successful implementation experience.

Civica works in close collaboration with you to tailor a package of services that support and extend your in-house capability to deliver a sustainable digital workplace service based on M365 and aligned with your IT and business goals.

Service options include vision development, implementation strategy definition and planning, user research and 'ways of working' transformation, requirements gathering, service and solution design, configuration, 3rd party extension selection and development (where needed), integration, deployment, migration, and transition support as part of integrated business change management, early life support and managed services.

We can also offer experienced professionals to augment your team capability, filling skills gaps or simply to add capacity in times of high project activity.

Implementation services are delivered with a focus on Buyer self-sufficiency, user uptake and positive business outcomes.

Added Value and Innovations



Alongside our implementation services we offer:

- Art of the possible demonstrators to help explore platform capabilities, inform your digital workplace vision, solicit requirements, and start socialising ideas for modern working practices.
- Use of our compliance automation framework to accelerate implementation, apply right-sized governance, and reduce operational overheads.
- Use of our provisioning automation framework to make self-serve creation of SharePoint sites, Groups and Teams accessible, secure, and efficient.
- Civica offers business process transformation services to help re-imagine your processes for maximum business impact rather than simply digitising existing ways of working.
- We offer Business Change services using Civica's established Change Management Framework. Specialists ensure the most appropriate implementation strategy is defined, agreed, adopted, and communicated, plans for change are realistic and success is monitored for benefit realisation. Hands-on transition support is available where needed.

Expected Buyer Outcomes

These include:

- Demonstrable and early business impact (typically in the areas of efficiency, productivity, operational transparency, compliance, and employee satisfaction) via accelerated and iterative Microsoft 365 solution implementation and deployment.
- A right-sized digital workplace implementation via scoped and prioritised requirements, founded on user need and aligned with business goals.
- Realistic implementation plans with risks, blockers and dependencies identified.
- Technology mapping that's right for your organisation's culture and way of working.
- In-house implementation capability gaps cost effectively filled.
- Self-sufficiency via regular skills transfer and hands-on understanding of platform capability.
- Successful buy-in and uptake via early and regular stakeholder engagement.
- Capability to adapt and evolve solution to capitalise on evergreen nature of Microsoft 365.

2.4. Microsoft 365 Governance and Compliance Service

Service Features and Benefits

Features	Benefits
• Discovery, design and implementation service, rollout, training, and project management • Assess your document Security Classification needs and define applicable controls • Resolving policy compliance gaps with technological and organisational remedies • Unified compliance dashboard for monitoring and reporting • Automated data classification and labelling, with associated retention policies • Built-in regulatory templates for global standards	• Simplifies compliance with global regulations • Reduces risk of data breaches, leaks via accidental/malicious actions • Enhances visibility and control over sensitive data • Improves collaboration without compromising security • Streamlines legal and regulatory investigations • Supports proactive risk management and mitigation • Ensures secure data lifecycle management

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|---|--|
| <ul style="list-style-type: none"> • Advanced auditing and activity logs, with eDiscovery, legal hold capabilities • Insider risk detection and management tools, with monitoring, risk insights • Data loss prevention across M365 apps enabling secure communication • Integration with Purview for optimum governance, security posture and adoption | <ul style="list-style-type: none"> • Builds trust through strong governance practices • Reduces operational complexity and compliance costs • Enables scalable compliance for hybrid environments • |
|---|--|

Scope and Project Approach



Our Microsoft 365 Governance and Compliance Services are a range of tailored security and compliance analysis, design, build and rollout services that capitalise on M365 capabilities via Microsoft Purview and Defender. Our approach is founded on Civica's longstanding M365 expertise, underpinned by user and service-centric methodologies, frameworks and tools proven over years of successful implementation experience.

Civica works in close collaboration with you to tailor a package of policies and configuration that support both your internal and regulatory requirements and extend your in-house capability to deliver a secure, compliant and well governed platform, aligned with your IT and business goals.

Service options include requirements discovery, policy and process definition and design, development and configuration, implementation strategy definition and planning, user research and 'ways of working' transformation, deployment, and transition support as part of integrated business change management, early life support and managed services.

We can also offer experienced professionals to augment your team capability, filling skills gaps or simply to add capacity in times of high project activity.

Civica's Microsoft 365 Governance and Compliance Service is designed to enhance governance and reduce risk while managing your information assets for business productivity, and every engagement delivers actionable results with our established 6 stage methodology:

Phase	Description
Set up	This stage confirms engagement objectives and required outcomes, engages stakeholders and decision makers, and lays out a workable schedule.
Current state analysis	In the analytical stage we assess current systems, devices, content, and your infrastructure landscape. We also model types of users, your working culture and key 'ways of working' scenarios. Finally, we identify and quantify current challenges, issues, and opportunities.
Future state definition	During this stage we capture your vision and principles for your M365 Governance and Compliance ensuring they are aligned with policy and regulatory imperatives. From there, in close collaboration with you, we define the governance and compliance 'blueprint'. The blueprint is a model that includes service design, security, compliance, and operational governance. Finally, we compile your implementation requirements in readiness for iterative implementation.
Implementation planning	During the planning stage we work with you to prioritise elements from the content and compliance blueprint, identifying risks, blockers, and dependencies. From there we produce a high-level implementation roadmap. We also have the option of an implementation readiness assessment, highlighting any capability gaps, and offering recommendations for their closure. If required, we can also generate indicative implementation costs.
Transition	The goal with every Microsoft 365 Governance and Compliance engagement is always to leave you in a more informed position, with a clear direction and the

Phase	Description
	knowledge and skills to utilise the deliverables as key artefacts in your digital content and compliance implementation. The transition stage focuses on drawing together the main insights and outcomes and handing them over to the business and technical owners. Typical activities include compiling the main deliverables - typically a report or business case for change, hand-over of deliverables to business owners (vision, blueprint, and roadmap) and presentation of insights, outcomes, and recommendations to senior stakeholders.
Follow up	The 'Follow Up' stage allows for a final check-in for any post-transition clarification and support, and an opportunity to close out any remaining questions.

Together the 6 stages in our methodology deliver a readiness to confidently start the process of Microsoft 365 content compliance.

Our methodology is flexible and adaptable, allowing the option to tailor the scope and duration to meet your business need. At its simplest, we offer an intensive 1-day compliance workshop and can scale up to a comprehensive deep-dive engagement to reflect your objectives and the next steps in your modern workplace journey.

Added Value and Innovations



Alongside our implementation services we offer:

- Art of the possible demonstrators to help explore platform capabilities, inform your security and compliance vision, solicit requirements, and start implementing approaches for modern compliance working practices.
- We offer Business Change services using Civica's established Change Management Framework. Specialists ensure the most appropriate implementation strategy is defined, agreed, adopted, and communicated, plans for change are realistic and success is monitored for benefit realisation. Hands-on transition support is available where needed.

Expected Buyer Outcomes

These include:

- Demonstrable and early business impact (typically in the areas of data classification, data security, compliance, and business satisfaction) via well defined, tested, iterative Microsoft Purview implementation and deployment.
- A right-sized digital compliance implementation via scoped and prioritised requirements, founded on business need and aligned with business goals.
- Realistic implementation plans with risks, blockers and dependencies identified.
- Technology mapping that's right for your organisation's culture and way of working.
- In-house implementation capability gaps cost effectively filled.
- Self-sufficiency via regular skills transfer and hands-on understanding of platform capability.
- Successful buy-in and uptake via early and regular stakeholder engagement.
- Capability to adapt and evolve solution to capitalise on the evergreen nature of Microsoft 365.

2.5. Microsoft 365 SharePoint Consultancy Service

Service Features and Benefits

Features	Benefits
- Discovery, design and implementation service, rollout, training, and project management - Change Management strategy/planning, skills transfer, training, and capability development - User research, service design, Information architecture, journey design and validation - Custom site, workflow and functionality development - Best practice Microsoft 365 guidance, security, governance and compliance - Right-sized implementation and transition strategy including pilots and testing - Document management and version control setup - Seamless, planned data migration processes with minimal down-time - SharePoint Health check – analysing tenant size, sites, teams and groups	- New or updated Intranet, delivering a bright engaging user experience - Modern platform and communication techniques driving successful user adoption - Document/Information/Case Management solution, fit for the modern world - Clear intuitive business processes and interfaces, designed around user needs - Complemented with up-to-date compliance features - Migration of both Tenant to tenant and Legacy systems - Data migration incorporating modern intelligent information Architecture and classification - Improved productivity with tailored solutions and applications - Support from a longstanding Microsoft certified Gold Partner

Scope and Project Approach



Our Microsoft SharePoint Consultancy Services are a range of tailored analysis, design, build and rollout services that capitalise on SharePoint Online's capabilities. Our approach is founded on Civica's longstanding M365 expertise, underpinned by user and service-centric methodologies, frameworks and tools proven over years of successful implementation experience.

Civica works in close collaboration with you to tailor a package of policies and configuration that support both your internal and regulatory requirements and extend your in-house capability to deliver a secure, compliant and well governed platform, aligned with your IT and business goals.

Service options include requirements discovery, policy and process definition and design, development and configuration, implementation strategy definition and planning, user research and 'ways of working' transformation, deployment, and transition support as part of integrated business change management, early life support and managed services.

We can also offer experienced professionals to augment your team capability, filling skills gaps or simply to add capacity in times of high project activity.

Implementation services are delivered with a focus on Buyer self-sufficiency, user uptake and positive business outcomes.

Civica's Microsoft SharePoint Online Consultancy Service is designed to maximise your investment in Microsoft SharePoint, bring efficiency, reduce complexity and improve collaboration while managing your information assets for business productivity, and every engagement delivers actionable results with our established 6 stage methodology:

Phase	Description
Set up	This stage confirms engagement objectives and the required outcomes, engages stakeholders and decision makers, and lays out a workable schedule.
Current state analysis	In the analytical stage we assess current systems, devices, content, and your infrastructure landscape. We also model types of users, your working culture and key 'ways of working' scenarios. Finally, we identify and quantify current challenges, issues, and opportunities.
Future state definition	During this stage we capture your vision and principles for your M365 Digital Workplace implementation. From there, in close collaboration with you, we define the content and architecture 'blueprint'. The blueprint is a model that includes service design, security, compliance, and operational governance. Finally, we compile your implementation requirements in readiness for iterative implementation.
Implementation planning	During the planning stage we work with you to prioritise elements from the content and compliance blueprint, identifying risks, blockers, and dependencies. From there we produce a high-level implementation roadmap. We also have the option of an implementation readiness assessment, highlighting any capability gaps, and offering recommendations for their closure. If required, we can also generate indicative implementation costs.
Transition	The goal with every Microsoft SharePoint Consultancy engagement is always to leave you in a more informed position, with a clear direction and the knowledge and skills to utilise the deliverables as key artefacts in your digital content and compliance implementation. The transition stage focuses on drawing together the main insights and outcomes and handing them over to the business and technical owners. Typical activities include compiling the main deliverables - typically a report or business case for change, hand-over of deliverables to business owners (vision, blueprint, and roadmap) and presentation of insights, outcomes, and recommendations to senior stakeholders.
Follow up	The 'Follow Up' stage allows for a final check-in for any post-transition clarification and support, and an opportunity to close out any remaining questions.

Together the 6 stages in our methodology deliver a readiness to confidently start implementing Microsoft SharePoint Online.

Our methodology is flexible and adaptable, allowing the option to tailor the scope and duration to meet your business need. At its simplest, we offer an intensive 1-day workshop and can scale up to a comprehensive deep-dive engagement to reflect your objectives and the next steps in your modern workplace journey.

Added Value and Innovations



Alongside our implementation services we offer:

- Art of the possible demonstrators to help explore platform capabilities, inform your security and compliance vision, solicit requirements, and start implementing approaches for modern compliance working practices.
- We offer Business Change services using Civica's established Change Management Framework. Specialists ensure the most appropriate implementation strategy is defined, agreed, adopted, and communicated, plans for change are realistic and success is monitored for benefit realisation. Hands-on transition support is available where needed.

Expected Buyer Outcomes

These include:

- Demonstrable and early business impact (typically in the areas of information architecture, security, compliance, and business satisfaction) via well defined, tested, iterative Microsoft SharePoint implementation and deployment.
- A right-sized digital content and collaboration implementation via scoped and prioritised requirements, founded on business need and aligned with business goals.
- Realistic implementation plans with risks, blockers and dependencies identified.
- Technology mapping that's right for your organisation's culture and way of working.
- In-house implementation capability gaps cost effectively filled.
- Self-sufficiency via regular skills transfer and hands-on understanding of platform capability.
- Successful buy-in and uptake via early and regular stakeholder engagement.
- Capability to adapt and evolve solution to capitalise on the evergreen nature of Microsoft 365.

2.6. Microsoft Azure AI Document Processing Service

Service Features and Benefits

Features	Benefits
• Discovery, design and implementation service, rollout, training, and project management • Process As-Is and To-Be analysis and design • Scalable, customisable/reusable AI feature set with custom and prebuilt models • User research, service design, Information architecture, journey design and validation • Best practice AI guidance and governance • Right-sized implementation and transition strategy including pilots and testing • Seamless, planned process migration with minimal down-time • Integrations: Logic Apps, Power Automate, Dataverse • Secure data handling and governance controls • Migration of manual processes into faster, automated, responsive data processing	• Automated Document identification and classification • Accelerated, automated document processing and data extraction • Increased performance of data processing, reducing delays from manual processing • AI Tools driven from multiple sources and platform • Enhances insights, extraction from and classification of unstructured documents • Multiple document types processed, from invoices to custom templates • Integrate AI processing into new or existing processes • Adapts to varied document formats quickly supporting continuous model improvement • Improves data quality and consistency with faster compliance/audit readiness

Scope and Project Approach



Our Microsoft Azure AI Document Processing Service is a tailored business process transformation service that capitalises on AI opportunities via Microsoft Azure AI foundry. Our approach is founded on Civica's longstanding M365 and Azure expertise, underpinned by user and service-centric methodologies, frameworks and tools proven over years of successful implementation experience.

Civica works in close collaboration with you to tailor solutions that transform your legacy processes to modern, automated, AI driven solutions that reduce processing time, increase accuracy and

efficiency and improve response times. Solutions can be designed and implemented that support both your internal and regulatory requirements and extend your in-house capability to deliver real time business benefit, on a secure, compliant and well governed platform, aligned with your IT and business goals.

Service options include requirements discovery, process definition and design, development and configuration, implementation planning, platform governance, user research and 'ways of working' transformation, deployment, and transition support as part of integrated business change management, early life support and managed services.

We can also offer experienced professionals to augment your team capability, filling skills gaps or simply to add capacity in times of high project activity.

Implementation services are delivered with a focus on Buyer self-sufficiency, user uptake and positive business outcomes.

Civica's Microsoft Azure AI Document Processing Service is designed to maximise your investment in Microsoft Azure AI, bring efficiency, reduce complexity and improve responsiveness while managing your information assets for business productivity, and every engagement delivers actionable results with our established 6 stage methodology:

Phase	Description
Set up	This stage confirms engagement objectives and required outcomes, engages stakeholders and decision makers, and lays out a workable schedule.
Current state analysis	In the analytical stage we assess current systems, devices, content, and your infrastructure landscape. We also model types of users, your working culture and key 'ways of working' scenarios. Finally, we identify and quantify current challenges, issues, and opportunities.
Future state definition	During this stage we capture your vision and principles for your Azure AI(Document Processing implementation. From there, in close collaboration with you, we define the AI models and process 'blueprint'. The blueprint is a model that includes service design, security, compliance, and operational governance. Finally, we compile your implementation requirements in readiness for iterative implementation.
Implementation planning	During the planning stage we work with you to prioritise elements from the AI models and process blueprint, identifying risks, blockers, and dependencies. From there we produce a high-level implementation roadmap. We also have the option of an implementation readiness assessment, highlighting any capability gaps, and offering recommendations for their closure. If required, we can also generate indicative implementation costs.
Transition	The goal with every Microsoft Azure AI Document Processing engagement is always to leave you in a more informed position, with a clear direction and the knowledge and skills to utilise the deliverables as key artefacts in your digital content and compliance implementation. The transition stage focuses on drawing together the main insights and outcomes and handing them over to the business and technical owners. Typical activities include compiling the main deliverables - typically a report or business case for change, hand-over of deliverables to business owners (vision, blueprint, and roadmap) and presentation of insights, outcomes, and recommendations to senior stakeholders.
Follow up	The 'Follow Up' stage allows for a final check-in for any post-transition clarification and support, and an opportunity to close out any remaining questions.

Together the 6 stages in our methodology deliver a readiness to confidently start implementing Microsoft Azure AI Document Processing.

Our methodology is flexible and adaptable, allowing the option to tailor the scope and duration to meet your business need. At its simplest, we offer an intensive 1-day workshop and can scale up to a comprehensive deep-dive engagement to reflect your objectives and the next steps in your modern workplace journey.

Added Value and Innovations



Alongside our implementation services we offer:

- Art of the possible demonstrators to help explore platform capabilities, inform your business transformation vision, solicit requirements, and start implementing approaches for modern working practices.
- We offer Business Change services using Civica's established Change Management Framework. Specialists ensure the most appropriate implementation strategy is defined, agreed, adopted, and communicated, plans for change are realistic and success is monitored for benefit realisation. Hands-on transition support is available where needed.

Expected Buyer Outcomes

These include:

- Demonstrable and early business impact via well defined, tested, iterative implementation and deployment processes.
- A right-sized digital compliance implementation via scoped and prioritised requirements, founded on business need and aligned with business goals.
- Realistic implementation plans with risks, blockers and dependencies identified.
- Technology mapping that's right for your organisation's culture and way of working.
- In-house implementation capability gaps cost effectively filled.
- Self-sufficiency via regular skills transfer and hands-on understanding of platform capability.
- Successful buy-in and uptake via early and regular stakeholder engagement.
- Capability to adapt and evolve solution to capitalise on the evergreen nature of Microsoft 365.

2.7. Microsoft CoPilot Readiness and Adoption Service

Service Features and Benefits

Features	Benefits
• CoPilot Art of the Possible showcasing CoPilot capabilities and benefits • Change Management strategy/planning, skills transfer, training, and capability development • AI usage policy and risk management framework • Security, compliance, governance with responsible AI and data privacy controls • Alignment to usage policy and risk management framework • Best practice Microsoft 365 guidance, governance and compliance	• Demonstrate the possibilities of CoPilot and the associated business benefit • Assess your readiness Including licensing, data governance and security reviews • Accelerates Copilot deployment with minimal disruption • Ensures compliance and secure AI adoption • Detailed planning for a successful rollout including mitigating any risks • Support and guidance on the business case and other processes • Creating a User centric support network for adoption and engagement

- | | |
|--|---|
| <ul style="list-style-type: none"> • Licensing, data security and governance review and advice • Champions program development and support | <ul style="list-style-type: none"> • Change management and adoption support, including pilots and Champions programmes • Enhances user confidence/engagement building trust in responsible AI practices • Implementation of governance processes to monitor usage trends and threats |
|--|---|

Scope and Project Approach



Our Microsoft CoPilot Readiness and Adoption Service is a tailored AI adoption service that capitalises that focusses on your business' readiness to adopt CoPilot AI. Our approach is founded on Civica's longstanding M365 and AI expertise, underpinned by user and service-centric methodologies, governance frameworks and tools proven over years of successful implementation experience.

Civica works in close collaboration with you to assess your current systems, content, licensing and your M365 landscape to review and identify potential gaps that may affect the successful rollout of Microsoft CoPilot. The review will assess your current implementation of content, security, governance and compliance, and advise on solutions that can be designed and implemented remedy the potential gaps, whilst supporting both your internal and regulatory requirements, alongside extending your in-house capability to deliver real time business benefit, on a secure, compliant and well governed platform, aligned with your IT and business goals.

Service options include platform review, implementation requirements discovery, process definition and design, development and configuration, implementation planning, platform governance, user research and 'ways of working' transformation, deployment, and transition support as part of integrated business change management, early life support and managed services.

We can also offer experienced professionals to augment your team capability, filling skills gaps or simply to add capacity in times of high project activity.

Implementation services are delivered with a focus on Buyer self-sufficiency, user uptake and positive business outcomes.

Civica's Microsoft Azure AI Document Processing Service is designed to maximise your investment in Microsoft Azure AI, bring efficiency, reduce complexity and improve responsiveness while managing your information assets for business productivity, and every engagement delivers actionable results with our established 6 stage methodology:

Phase	Description
Set up	This stage confirms engagement objectives and the required outcomes, engages stakeholders and decision makers, and lays out a workable schedule.
Current state analysis	In the analytical stage we assess current systems, devices, content, security, governance and your infrastructure landscape. We also model types of users, your working culture and key 'ways of working' scenarios. Finally, we identify and quantify current challenges, issues, and opportunities.
Future state definition	During this stage we capture your vision and principles for your CoPilot implementation. From there, in close collaboration with you, we define the rollout 'blueprint'. The blueprint is a model that includes service design, security, compliance, and operational governance. Finally, we compile your implementation requirements in readiness for iterative implementation.
Implementation planning	During the planning stage we work with you to prioritise elements from the AI models and process blueprint, identifying risks, blockers, and dependencies. From there we produce a high-level implementation roadmap. We also have the option of an implementation readiness assessment, highlighting any capability

Phase	Description
	gaps, and offering recommendations for their closure. If required, we can also generate indicative implementation costs.
Transition	The goal with every Microsoft CoPilot Readiness and Adoption engagement is always to leave you in a more informed position, with a clear direction and the knowledge and skills to utilise the deliverables as key artefacts in your CoPilot Implementation. The transition stage focuses on drawing together the main insights and outcomes and handing them over to the business and technical owners. Typical activities include compiling the main deliverables - typically a report or business case for change, hand-over of deliverables to business owners (vision, blueprint, and roadmap) and presentation of insights, outcomes, and recommendations to senior stakeholders.
Follow up	The 'Follow Up' stage allows for a final check-in for any post-transition clarification and support, and an opportunity to close out any remaining questions.

Together the 6 stages in our methodology deliver a readiness to confidently start implementing and utilising Microsoft CoPilot.

Our methodology is flexible and adaptable, allowing the option to tailor the scope and duration to meet your business need. At its simplest, we offer an intensive 1-day workshop and can scale up to a comprehensive deep-dive engagement to reflect your objectives and the next steps in your modern workplace journey.

Added Value and Innovations



Alongside our implementation services we offer:

- Art of the possible demonstrators to help explore platform capabilities, inform your business transformation vision, solicit requirements, and start implementing approaches for modern working practices.
- Pilot and Champions programmes to help evaluate and realise the benefits of CoPilot, and how the platform can deliver efficiency improvements from day 1.
- We offer Business Change services using Civica's established Change Management Framework. Specialists ensure the most appropriate implementation strategy is defined, agreed, adopted, and communicated, plans for change are realistic and success is monitored for benefit realisation. Hands-on transition support is available where needed.

Expected Buyer Outcomes

These include:

- Demonstrable and early business impact via well defined, tested, iterative implementation and deployment processes.
- A right-sized CoPilot implementation via scoped and prioritised requirements, founded on business need and aligned with business goals.
- Realistic implementation plans with risks, blockers and dependencies identified.
- Governance, policies and adoption processes that's right for your organisation's culture and way of working.
- In-house implementation capability gaps cost effectively filled.
- Self-sufficiency via regular skills transfer and hands-on understanding of platform capability.
- Successful buy-in and uptake via early and regular stakeholder engagement.
- Capability to adapt and evolve solution to capitalise on the evergreen nature of M365.

2.8. Microsoft 365 Support Service

Service Features and Benefits

Features	Benefits
- Choose between service models and levels to match your requirement - Online Service Desk for incident management with out-of-hours option - Monthly and quarterly service report on platform and service health - Migration support, capacity and usage management and license optimisation - Opportunity and risk identification via proactive Microsoft Road Map monitoring - Buyer Business Case review with recommendations for continual improvement - Change request and formal release management integrated with your processes - ITIL-based; ISO 27001, 9001 and 14001 certified modern workplace support - SharePoint, Exchange, Viva, MS Teams, OneDrive, Power Apps, Power Automate - Information, document, records, knowledge idea management, Intranets, collaboration, and bots	- Peace of mind with complete SLA-driven Microsoft 365 service management - Intuitive end user experience with requests supported quickly and efficiently - ROI and effective business change with monitoring and continual improvement - Minimised operational costs via usage monitoring and licensing assessment - Manageable support costs through service that scales with your need - Dedicated and accessible Microsoft 365 support team for service continuity - Stay current with shared knowledge and M365 platform roadmap awareness - Maintain security and compliance with our security cleared M365 staff - Proven on-boarding methodology ensuring successful transition, integrated with your processes

Scope



Civica's Microsoft 365 Support Service is a flexible and scalable digital workplace managed service. The solution is SLA-driven for operational peace of mind and can be tailored to meet your exact needs. In addition to experienced Microsoft 365 support engineers, the service gives you access to skilled experts from a broad range of disciplines from User Researchers to Change Managers whether for advice or to help

with an implementation push.

This Microsoft 365 Support Service provides second and third line support run through a Service Desk, and following ITIL best practice. The proactive nature of the service keeps your digital workplace team appraised of opportunities and risks in the product roadmap so these can be taken in your stride.

Service Approach

Our approach to each of the components of the service is as follows:

- Service Design - the process of Service Design sets the framework for the experience the end users receive on a day-to-day basis, and ultimately their perception of the application solution as a whole. We adopt a toolbox approach to service design. The activity is interactive and engaging, resulting in a package that brings together best value components from our service catalogue, together with any Buyer-specific options that may be needed.
- Service Transition - our tried and tested approach to service transition is based on our Service Transition Framework. The framework is aligned with ITIL® and is backed by Civica's ISO 9001 certificated Quality Management System. The transition plan covers key activities and critical paths, identification, and mitigation of risks, through to a governance

process that ensures all parties agree the service is “ready for live service” at the end of the transition phase.

- **Service Operation** - our second and third-line Service Desk is staffed by experienced engineers who work on resolving incidents and problems. This means we never have ownership issues or suffer delays resulting from knowledge transfer gaps or communication problems. We use a Service Management tool to support our delivery of day-to-day activities relating to incident, event, and problem management.
- **Service Improvement** - this is demonstrated by our long-standing approach to achieving and maintaining quality certifications including ISO 9001. These certifications require that we have a continuous improvement programme in place, which we implement using the plan-do-check-act methodology. As part of our service improvement focus, specifically for Microsoft 365, we offer: regular reviews of capacity, usage, and licensing; opportunity and risk identification by monitoring the Microsoft Road Map; and Buyer business case review with recommendations for continual improvement. This proactive approach highlights potential cost savings, helps reduce operational risk and maximises the business value of running modern office services on the M365 platform.

Service Desk



The Service Desk operates as the central point of contact between users, 1st line support, and service providers on a day-to-day basis for reporting incidents and as an interface for other service management activities such as problem, change and release management. The Service Desk Hours for raising tickets and receiving updates are from 8am to 6pm Monday to Friday, excluding English public holidays.

The Service Hours relative to your service are dependent on the Service Level you select. These are detailed in the following table.

Service Levels

Levels	Service Desk Availability
Core	9am to 5pm Mon to Fri excluding English public holidays. Typical systems utilising this are systems supporting business processes which only take place during normal office hours (e.g. reporting systems).
Enhanced	8am to 6:00pm Mon to Fri, excluding public holidays. This extended-hours model is targeted at Buyers requiring cover for a flexible working day, systems supporting business processes which only take place during normal office hours.
Bespoke	A customised set of service hours that meets unique business requirements
24*7	Full 24*7*365 support service suitable for public facing business critical applications, e.g. payment solutions, security systems or systems providing 24*7 functionality to the business or public.

We offer a full range of support services from 1st line support through to specialist fault finding and fixing. The table below sets out the available services.

Level	Description
First Line	Direct interface between the system users and the service team. It will be able to resolve simple queries, incidents, and service requests. First line support will pass information and details for incidents requiring second- and third-line interventions to the appropriate service team.
Second Line	Enable an escalation for incidents that cannot be resolved by first line support team. Second line support's main tasks include: further investigation to determine incident resolution and/or workaround; updates to other non-code related updates, such as

	configuration files, system parameters; providing feedback of information to first line to enable greater first line call resolution; the functional escalation of incidents to third line support team.
Third Line	Responsible for the resolution of incidents and problems that cannot be resolved by second line support. This is usually a fundamental problem with one or more parts of the system, be that software, hardware, data, or network infrastructure. Third line support involves fixing bugs, automation, and scripting of recurrent incident resolutions, fixing data-related incidents, and implementing enhancements to the application or associated infrastructure.



We will ensure that a team of experienced and knowledgeable Service Engineers is available to support the application in order ensure that the service is not subject to single points of failure. The business-as-usual service will be delivered from our offices and using our standard ITIL®-aligned processes, will provide the following:

- Incident Management - we will manage, investigate, resolve incidents arising from the system.
- Problem Management - we will manage and resolve any software bugs found in the system.
- Change Management - we will manage any agreed changes to the system. Any enhancements to the system will be undertaken with any remaining effort that hasn't been used for maintenance or if agreed with a top-up to the effort available. The implementation and management of such changes would be subject to additional costs.
- Service Validation and Test - we will undertake appropriate validation and test activities to ensure that required changes are appropriately tested prior to being deployed to the live environment. Any validation and testing required to deliver enhancements to the system is outside the scope of this Service and consequently would be subject to additional costs.
- Release and Deployment Management - we will manage and deploy any releases that are required to deliver changes to the system to deliver fixes to the system. Any releases required to deliver enhancements to the system are outside the scope of this Service and consequently would be subject to additional costs.
- Microsoft Updates - Microsoft rolls out planned updates to Microsoft 365 on a regular basis. Civica will assess these updates against your configuration and planned changes. We offer preview evaluation and full testing as an option.
- Service Level Management - we will assign a Service Delivery Manager (SDM) who will undertake Service Level Management. This will include our standard monthly Service Report covering Incident & Request trends, Problem Management, Enhancement planning, risks, and recommendations to improve the service as appropriate. Our SDM will participate in quarterly Service Reviews with appropriate members of the Buyer's team.

Incident Service Levels

This is the most critical area of service design, as it contractually defines the end user service in terms of incident response and resolution. Our response time offerings are based on the priority assigned to an incident as agree at the point the incident is raised as follows.

Priority	Description
Priority 1 - Critical	The reported problem causes a halt to the Buyer's core business processes and no work-around is available.
Priority 2 - Major	The reported problem causes degradation of the Buyer's core business processes and no reasonable work-around exists.
Priority 3 - Intermediate	The reported problem impacts the Buyer's operational environment but does not affect core business processes. A work-around is available

Priority 4 - Minor	A non-critical problem is causing some disruption, but with little or no impact on the Buyer operation.
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For the Core and Enhanced services, our incident handling times against the above priorities are shown below and are measured within the agreed service hours.

Priority		Priority 1 - Critical	Priority 2 - Major	Priority 3 - Intermediate	Priority 4 - Minor
Core	Initial Response	1 hour	2 hours	2 hours	2 hours
	Updates every	2 hours	1 day	2 days	5 days
	Target Resolution	1 day	2 days	8 days	20 days
Enhanced	Initial Response	15 min	30 min	1 hour	1 hour
	Updates every	1 hour	2 hours	1 day	2 days
	Target Resolution	4 hours	8 hours	4 days	10 days

Problems can be raised when the cause of an incident cannot be immediately established and rectified, for example, an incident is raised and resolved via a work around, but the underlying cause or problem requires a software update. Problems are also raised by our support team as part of proactive analysis of the solution behaviour. Priorities are assigned to problems from the above table, taking into account the impact of the problem and the availability of suitable workarounds.

Discovery Process

We operate a planning and on-boarding process involving this discovery process:



- Reviewing existing documentation, which is the speediest and most cost-effective manner for us to understand the scope and scale of your existing solution.
- Gap analysis of what your current document set provides and the information we require to support your system.
- Understanding what the system does from a business perspective, so we can understand its nature and how business critical it is, which will help determine the level of support required.
- Establishing the key architectural components, their purpose and state, so that we are able to plan the knowledge transfer requirements to understand thoroughly and on-board.
- Establishing what your security needs are so that we can include any special considerations required outside of the standard offering. For example, two-factor authentication.
- Establishing what administrative and system procedures are in place to ensure we plan for and follow them as part of the service.
- Review a code sample to establish code quality and gain and understanding of the size and complexity of the system. This will help define the resources required to support the system.

We anticipate that the process of transferring knowledge from the incumbent supplier may take a number of weeks and this view will be refined following Discovery. During the on-boarding process, we will undertake agreed corrections to deficiencies in the documentation, identified in the gap analysis performed as part of discovery. On-boarding will also require at least one resource to thoroughly familiarise themselves with the application. This resource will in turn on-board additional service engineers to provide redundancy of cover.

Discovery and on-boarding will include reviewing the existing configuration of the system and its supporting documentation. We will also work with appropriate Buyer resources to:

- Agree and setup the service to meet the Buyer's needs and follow agreed processes
- Establish remote access across the internet to the platforms/systems.
- Arrange the setup of appropriate login credentials.

- Agreed points of contact.
- Address any service-specific licenses to be provided by the Buyer.
- Confirm that there are no restrictions on connecting our equipment across VPN to the Buyer's systems.

Expected Buyer Outcomes

These will include:

- Reduced operational costs.
- Predictable and manageable service costs.
- Improved end user digital workplace experience.
- Reduced cloud transition risk.
- Faster realisation of ROI.
- In-house team skills transfer for heightened self-sufficiency.
- Skills and experience to augment your team.

3. About Civica

3.1 Overview

New policies, advances in technology, restrictive budgets and rapidly changing cyber security risks put increasing pressure on government, while citizen expectations of your services continue to rise.

Our mission is to accelerate the digital transformation of public services, helping you create data-centric, secure solutions and intelligent, AI-driven services built around your goals, budgets and the needs of the citizens you serve. All with minimal disruption. All with expert support. For over 20 years, our focus has been exclusively on central government and defence, establishing a track record of lasting impact. We understand your drive to strengthen critical change programmes, driving better outcomes for citizens, businesses and communities, and value for money for taxpayers. We can turn your imperatives into reality. Faster.

3.2 Core Propositions

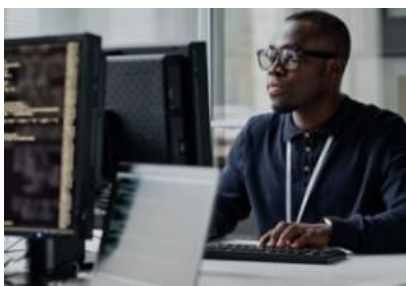
Civica's Central Government & Defence (CGD) Division's core offerings comprise:

Expertise on Demand



We share our knowledge, tools and approaches to build centres of excellence and enduring capability within your teams. Whether you require individuals or high-performing autonomous teams, we provide public sector domain experts who understand your challenges and have solved them before.

Intelligent Solutions



We design and build AI-driven intelligent software solutions using trusted data to transform your services. Alongside your teams, we create exceptional citizen experiences, modernise your software, integrate or deploy leading SaaS solutions, or build new intelligent solutions, improving efficiencies and reducing the cost to serve.

Managed Services



Once live, we ensure your systems deliver maximum value and return on investment, adapting as policy changes, technology evolves, cyber threats grow and user needs shift. We can manage your new solution or support your existing tech stack, minimising operating costs as we go.

3.3 Civica Innovations

Civica identifies and develops technology innovations to complement its mission of transforming the way its Buyers work, enabling them to drive improved outcomes for UK citizens, e.g.:

- Machine-based identity verification to improve the user experience in public sector pension management.
- Using advanced technologies to address voting decline by improving citizen engagement.
- Using innovative image processing AI to optimise passenger flow and improve passenger experience and safety at a regional airport

Our innovation labs provide a facility to co-create new ideas and technologies with a Buyer. Our innovation champions help promote and apply advanced technologies such as artificial intelligence, machine learning and augmented and virtual reality, to public service delivery. Peer-group sessions with Buyers have helped fuel the innovation focus, to mutual benefit.

3.4 Full List of G-Cloud Services

This is the list of GCloud service categories provided by Civica's Central Government & Defence (CGD) Business Unit:

- Managed Hosting Services for Azure, AWS and Civica private cloud.
- Cloud professional services covering:
 - Application Transformation
 - Digital Services
 - Change Management
 - Data Management, Data Architecture, Data Analytics and Data Engineering
 - Microsoft (M365, Power Platform and D365)

3.5 Other Framework Agreements

Civica's Central Government & Defence Business Unit operates through the following frameworks.

Framework	Description
GCloud 14 (RM1557.14)	Lots 1, 2, 3 and 4.
Technology Services 3 (RM6100)	Lot 1 Technology Strategy & Services Design; Lot 2 Transition & Transformation; Lot 3 Operational; Lot 4 Programmes & Large Projects.
Technology Services 4 (RM6190)	Lot 1 Technology and Digital Consultancy Services; Lot 2 Transition and SIAM; Lot 5 and 5a Application and Data Management.
Digital Specialists & Programmes (RM6263)	Lot 1 - Capability-based or delivery of multiple projects covered under an overarching strategic service objectives using PPM frameworks.
Software Design & Implementation (RM6193)	Lot 1.
Digital Outcomes 6 (RM1043.8)	Lots 1 to 3.
Digital Outcomes and Specialists 7 (RM1043.9)	Lot 1 - Digital Outcomes; Lot 2 - Digital Capability & Delivery Partner; Lot 3 - End User Services; Lot 4 - User Research Studios & Participants.
Big Data & Analytics (RM6195)	Lot 1: Design, Build & Run Services; Lot 2: Commercial Off-The-Shelf (COTS) Software.
Artificial Intelligence (RM6200)	Discovery and consultancy services related to artificial intelligence (AI), implementation and support of AI systems, end-to-end partnerships, and AI technologies.

3.6 How to Obtain Further Information

For further information please see our website at www.civica.com or contact us on 0333 321 4914.