



promoting transformation through technology

BUILDING A DIGITAL FUTURE

**A Guide to Empowered,
Connected & Innovative
Public Services**



Introduction to Digital Transformation

WHAT IS DIGITAL TRANSFORMATION

Digital transformation is the process of harnessing digital technologies, innovating business processes and culture to create new citizen and stakeholder experiences to meet changing user demands and industry requirements. This reimagining of business operations in a new digital age is **digital transformation**.

Technology itself will enable an organisation's digital pathways to be established but without a holistic change management these will not provide the level of benefits sought. Digital transformation is constant as innovations drive improvements in processes and productivity, manage risks, control costs, and deliver better engagement journeys improving both citizen and employee satisfaction.

Digital transformation encourages organisations to reconsider everything, including the way we deliver our public services and traditional ideas of teams and departments.

WHY DO WE NEED DIGITAL TRANSFORMATION

As a result of the Coronavirus pandemic, **Digital Consumption** has increased exponentially within public organisations. Consumers of public services have moved

dramatically towards online channels and organisations are now responding 20+ times faster in turn.

Digital expectations of public services by citizen & stakeholders have significantly increased and these expectations are unlikely to reverse after the pandemic. It is more important than ever for public services to be responsive and provide connected, seamless citizen & stakeholder experiences through data driven online services while ensuring that business operations can be delivered beyond the offices through effective employee engagement.

IT HAS NEVER BEEN A TIME MORE IMPORTANT FOR A PUBLIC ORGANISATION TO EMBRACE DIGITAL TRANSFORMATION STRATEGICALLY AND TO DO SO WITHOUT DELAY.

Seamless Citizen & Stakeholder Experiences

Connected & Responsive Public Services

Empowered Employees

Preparing for Digital Transformation

GETTING YOUR DIGITAL TRANSFORMATION INTO GEAR

Your future success demands a re-examination of how to exchange value and an understanding of where digital technology can impact your employees, citizen & stakeholder experiences.

A **digital transformation plan** is a strategic, long-term guide focusing on integrated digital media channels, implementation of modern technologies, and smart, digital ways of working.

It is key to establish the level of disruption your organisation can manage on your journey, at any one time for both internal and external stakeholders, whilst maintaining service continuity.

A set of guiding principles will be required for your processes, technology, data, and people for ease of decision making when deciding what your digitised organisation will look like.



CLOUD FIRST



MICRSOSOFT FIRST



CITIZEN & STAKEHOLDER CENTRIC



DATA DRIVEN



AUTOMATION



INTELLIGENCE

ENGAGE STAKEHOLDERS: WIN HEARTS AND MINDS

Early stakeholder engagement is paramount to the success of your transformation journey. Through collaborative and effective change management with CloudSource, you will benefit from:



An informed change network with effective communication channels.



Colleagues who drive the business benefits realisation within the programme.



Colleagues and delivery partners who collaboratively advance faster, increase the speed of adoption, achieve higher utilization and maximum proficiency.

ESTABLISHING YOUR LONG-TERM ROAD MAP FOR SUCCESS

To help guide your business along the transformation journey, CloudSource will develop a **long-term roadmap**.

The roadmap incorporates a sequence of business processes and technologies targeted for transformation. Its shape is also influenced by Microsoft's product roadmap to ensure that your organisation is always leveraging the vendor's core product features and innovations, and therefore minimising any additional software development.

To ensure your organisation remains ahead of the digital wave, CloudSource undertakes a regular review of your agreed roadmap to assess whether any changes have affected the validity of our agreed strategic priorities.



People, Platform, Process & Data

With the power of Microsoft Cloud Technology and our consultative expertise, CloudSource brings people, platform, process, and data, from back office to the front line together and deliver connected citizen and stakeholder experiences.



PEOPLE: CREATE, NURTURE AND GROW AN INNOVATION CULTURE

As organisations move to a digital-first world, change management must shift at the same pace. A **Digital Transformation programme** is way beyond moving legacy IT to the cloud and reducing the organisation's technical debt.

CloudSource and client-side change managers will understand the organisation's pain points and get the people involved in the digital transformation journey from the start to drive business benefits realisation. With a focus on **team togetherness** and remaining **stakeholder-inclusive**, managers can help their cause when attempting to convert any traditional 'naysayers' within the organisation, alongside helping to promote innovation and new ways of working.



PLATFORM – BUILD ON BEST-IN-CLASS TECHNOLOGY

CloudSource harnesses best in class Microsoft Cloud technology to implement an innovative business platform that can support full public service operations.



DATAVERSE



POWERAPPS



AZURE



DYNAMICS 365

Microsoft Azure is a proven **Cloud Platform** trusted by thousands of companies across the world to deliver robust and secure technology to host their operational infrastructure. The Azure Platform meets the 14 UK government cloud security controls and is compliant with industry regulation.

Line of Business Applications: CloudSource implements and tailors **Microsoft Dynamics 365** to the specific requirements of each of our customers, to provide **Citizen Management & Acquisition, Customer Service, Field Service, Finance & Operations, Project Service Automation, Human Resources and Marketing** modular functionality.

For the ultimate digital citizen experience, CloudSource builds, designs and implements Customer Apps and Virtual agents using the **Microsoft Power Platform**.

Capitalising on the No Code\Low Code Platform, CloudSource creates unique **Microsoft Power Apps**, that target a specific business function and publish to Citizens via a mobile or online app that can retire legacy ways of working.

CloudSource can transform how your organisation engages with citizens and deliver a faster and higher level of customer service with **Microsoft Power Virtual Agents** that quickly automate frequently asked questions and common processes.



PROCESS: REIMAGINE YOUR TRANSFORMED BUSINESS

Business Process Innovation is the process where you analyse, optimise, and rethink the operational processes within your organisation.

By taking an end-to-end view of your business with CloudSource, you can access our deep process and analytics experience to help build compelling new citizen & stakeholder journeys and improve delays, customer complaints, and stakeholder confusion and/or reduced productivity.



DATA: TRANSFORM YOUR DATA INTO INSIGHTS AND KNOWLEDGE

CloudSource data scientists are equipped with all the latest Microsoft data tooling that can turn years of citizen and stakeholder interactions into valuable insights and business predictions.

Through accessible data secure storage and intuitive tools such as **Microsoft Dataverse & Power BI** we also enable our customers to use data to digitise the way they work, expedite decision making and deliver a high performing public service.



15,159 NURSES AND MIDWIVES ENROLLED AND ACTIVE IN THE FRONT LINE OF OUR NHS, FROM A SINGLE TECHNOLOGY PLATFORM!

Case Study: A successful digital transformation project at NMC

CloudSource are extremely proud to have engaged with The Nursing and Midwifery Council (NMC) on their Digital Transformation programme.

The NMC is the largest healthcare regulatory body in the world, with over 685,000 nurses and midwives on their register. The NMC exist to protect the public by setting standards of education, training, conduct and performance so that nurses and midwives deliver high quality healthcare, and their role has never been more important to us.

Problem:

Within their organisation they have been feeling the brunt of inefficiency through legacy business application, data silos and old ways of working.

Solution:

CloudSource has successfully rolled out a Microsoft Cloud Platform that comprises Azure Services and Dynamics 365 functionality. With the technology in

place, we worked collaboratively with the NMC to re-design and re-platform their business processes, re-model and migrate their data and rolled out the platform to their business users through a well-orchestrated change network.

In 2020 Covid-19 disrupted the UK and the NMC played a key role in the response by supporting the increased staffing requirements for the NHS. Staffing numbers had to be increased urgently, compliance and regulation standards needed to be upheld and digitised engagement channels needed to be in place.

Result:

The NMC were able to profile nurses and midwives that were needed in the NHS, interrogate their data, on-board through a digitised online process that expedited their application with quick & effective communication, at double the speed of the legacy process to successfully re-join their register.



YOUR DIGITAL SUCCESS PARTNER

CLOUDSOURCE IS A LEADING MICROSOFT GOLD PARTNER THAT SPECIALISES IN PROVIDING DIGITAL TRANSFORMATION, STRATEGY, AND DELIVERY SERVICES TO PUBLIC SECTOR ORGANISATIONS.

We take a consultative, collaborative, client focused approach and bring expertise in digitising central government, regulatory bodies, and healthcare organisations. We support organisations to deliver the highest possible standards of public service through connected and responsive stakeholder and citizen experiences in an ever-changing world.

CloudSource empowers government agencies and public sector organisations to achieve their full digital potential through implementing strategy, mobilising complex transformational work programmes, and harnessing the power of Microsoft Cloud Technology.



10+ YEARS DIGITALLY TRANSFORMING
GOVERNMENT & PUBLIC SECTOR SERVICES



INNOVATORS OF CITIZEN, STAKEHOLDER,
AND PARTNER CENTRIC BUSINESS PROCESS



EXPERIENCED IN DIGITISING RISK,
REGULATORY AND COMPLIANCE PROCESS



EXPERTS IN PUBLIC SERVICE, DATA SOLUTIONS



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