



CloudSource

promoting transformation through technology

BUILDING A DIGITAL FUTURE

Digital Regulation of UK Business Services



Introduction to Unlocking Digital UK Regulation

WHAT IS DIGITAL REGULATION?

Digital regulation is the process of harnessing digital technologies to modify existing regulatory, compliance and transparency business processes and culture to create new citizen and stakeholder experiences to meet increasing user demands and industry requirements.

This reimagining of regulatory processes in the digital age is **digital transformation**.

Technology itself will enable UK Regulators' digital pathways to be established but without a holistic change management plan, these will not provide the level of benefits sought. Digital transformation can be the catalyst that will drive improvements in regulatory processes, and services, to better protect and benefit people, businesses, and the environment and to support economic growth.

Digital transformation encourages organisations to reconsider everything, including the way we deliver our regulatory, compliance, and transparency services.

WHY DO WE NEED TO DIGITALLY TRANSFORM NOW?

As a result of many industry disruptors; the Coronavirus pandemic, Brexit, and our new ways of working that are unlikely to reverse, we are going to drastically change how we deliver our Regulatory operations.

These disruptive changes also present a point-in-time opportunity for us to design and implement our future-proofed, digital organisations.

The barriers that the UK regulators face in achieving digital transformation are significant, however, the opportunity it presents is immense, and will ensure UK society reaps the benefits for decades to come.

IT HAS NEVER BEEN A MORE IMPORTANT TIME FOR UK REGULATORY ORGANISATIONS TO EMBRACE DIGITAL TRANSFORMATION, STRATEGICALLY AND FOCUSED ON THE FUTURE NEEDS.

KNOWING WHERE TO START

Whilst the vision of a digital organisation is largely understood and would most likely resemble a platform like Amazon, the difficult part is knowing where to start.

The CloudSource Digital Regulator Platform, which is built on best-in-class Microsoft Cloud technology, can accelerate UK Regulatory Organisations to achieving digital excellence.

Embracing and adapting commonly used processes on the customer journey such as License Applications, Registrations, Renewals, Status Changes and Compliant Administering of the Register can accelerate **digital mobilisation**.

Through a standardised approach to responsibly upholding and processing Transparency requests such as DPA, FOI & EIR will start empowering employees to consistently deliver new, **transformed digital regulatory services**.



World-Leading Regulation-as-a-Service (RaaS) Technology



Microsoft Cloud Technology Stack

The Digital Regulator Platform is built on Microsoft Dynamics 365, Power Platform and Azure services.

The Technology can be consumed as Software-as-a-Service (SaaS), hosted in Microsoft's UK Data Centre which meets internationally recognised security standards and guarantees a 99.9% availability and resilience.

With the CloudSource tailored configuration, we can accelerate UK Regulatory bodies to evolve into their future digital organisations.

By fostering commonly used Application, Registration and Casework processes, UK Regulators can fully digitise the effective management of their register, gain deep data insights that can lead to preventative Regulation and innovate new ways of working.



CLOUD
FIRST



MICROSOFT
FIRST



BUSINESS
CENTRIC



DATA
DRIVEN



AUTOMATION



INTELLIGENCE

A unified platform of best-in-class cloud technology that delivers interactive License Application, Effective Register Management, Industry Standards & Casework Management

Dynamics 365

Dynamics 365 is a portfolio of intelligent business applications that delivers superior operational efficiency.

- Registrant Relationship Management
- Enterprise Case Management
- Omni-Channel Communications
- Reporting and Analytics



Business Centric Process

Power Platform

Accelerate innovation as you automate processes, interact with virtual agents and build apps with Power Platform.

- Power BI - Regulatory Insights
- Power Pages - Licensing and Transparency Portal
- Power Automate - Casework Automation
- Power Virtual Agents - Digital Regulatory experience



Regulatory Automation

Azure

Make informed, confident business decisions by putting data-driven insights into everyone's hands.

- Azure Data Factory - Systems Interoperability
- AI + Machine Learning - Regulatory Intelligence
- Azure Data Lake Storage - Rich Industry Information
- Azure Analysis Services - Informed decision-making



Data, Insights & Interoperability

Digitised regulatory services, expedited by technical debt.



EVERY WATER COMPANY IN ENGLAND AND WALES REGULATED FROM A SINGLE TECHNOLOGY PLATFORM

Case Study: A successful digital transformation

Customer:

Ofwat

CloudSource is extremely proud to have engaged with Ofwat on the strategic vision and market outcomes programme. Ofwat's key aim is for the water sector to provide the very best service to customers, improve the environment and improve the life through water both now and in the future.

Situation:

At the core of Ofwat's business was a bespoke, aging technology that processed, Licensing Applications, Complaints, Enquiries, and Code Modifications and hosted their register.

The ageing technology was disconnected from other line-of-business applications that were critical to their regulatory operations.

Disruption:

The legacy technology presented an organisational risk through technical failure but the organisation need to change and modernise its casework process to better support their current ways of working.

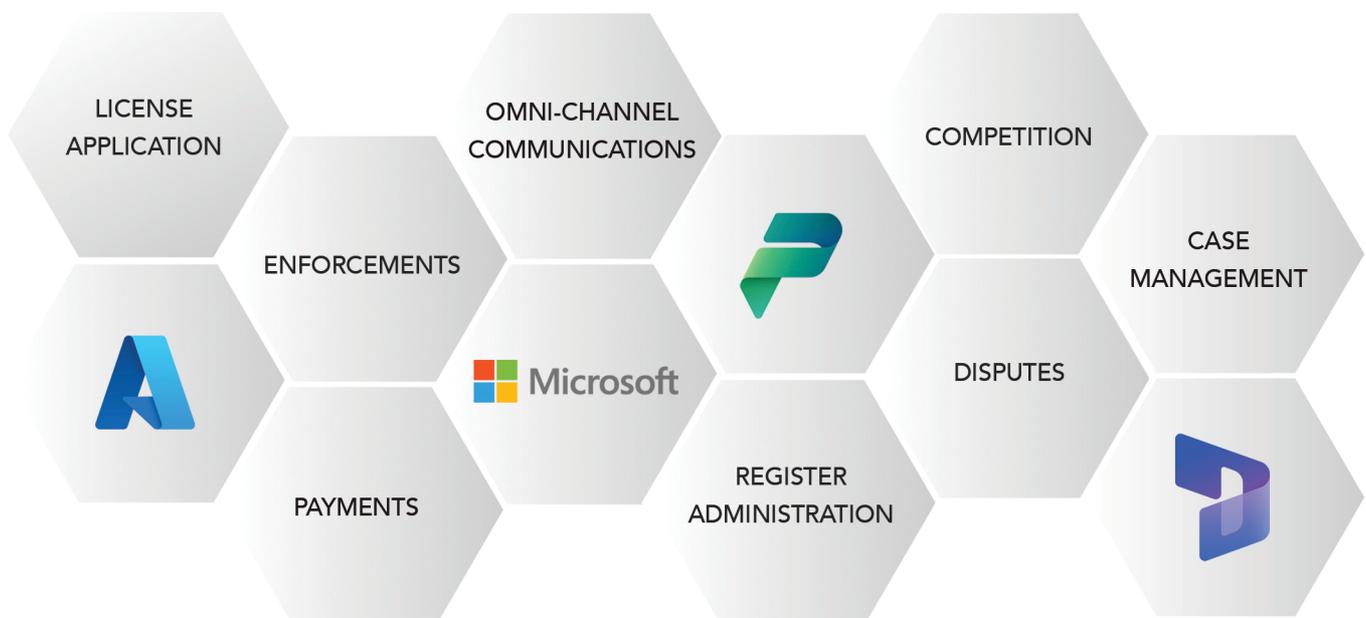
Outcomes:

Working in a multi-partner ecosystem with other technology partners, business and technology stakeholders, CloudSource re-platformed Ofwat business processes and data to our regulatory solution based on Microsoft Dynamics 365, Power Apps Portal and Azure that met the strategic objectives of the programme, including but not limited to:

Licensing: Water Supply and/or Sewerage Licensing (WSSL) New and Variation Appointment and Revocation.

Casework: Standard and Arbitration

Transparency: CED : Enquiry or Complaint, DR, Arbitration or PA, Whistle-blower, MP, Internal review, Ministerial Review.



A Modern, Future-Proof Regulatory Platform



From a single cloud platform, you can underpin the full business journey from Application, through Registration, to being active on a Register that is fully supported by enterprise case management throughout.

CODES & STANDARDS:

Application Criteria, Approval Standards & Responsibility

LICENSE APPLICATION PORTAL:

Application, Renewal & Revalidation

PAYMENT INTEGRATION:

Registrations & Renewals
Online Transactions
Direct Debits

OMNI-CHANNEL COMMUNICATIONS:

Digital Regulatory Experience



REGISTER ADMINISTRATION:

Profile, Qualifications, Characteristic Changes, Contact Management

ENTERPRISE CASE MANAGEMENT:

Licensing Support, Appeals, Transparency Requests, Enforcements & Whistle-blower

REAL-TIME REGULATORY INSIGHTS:

Data Driven Insights, Alerts and Monitoring Dashboards

REGULATORY DASHBOARD:

Regulated Business Performance and Public Protection

DIGITAL CONTACT CENTRE:

Voice & Telephony Integration, Self-service IVR and Chatbots



DIGITAL REGULATOR CATALYST PROGRAMME

The CloudSource Catalyst framework is designed specifically for UK Regulatory bodies to prepare for and embrace digital change.

Inspire, Design and Empower are three key phases that will provide you with a vision, structure, and roadmap that will guide you to Achieve digital excellence.

At every stage, CloudSource consultants will work closely with you and bring technology innovations that will shape your future-proofed digital organisation.

Our tried and tested Agile project methodology that is aligned with GDS standards, fully dedicated project teams of subject matter experts, and in-depth knowledge of best-in-class Microsoft technology are key success factors for effectively digitising regulatory operations.



Inspire – Imagine a future digital regulator

- Identify regulatory process hotspots
- Surface business value for change



Design – Prove the art of the possible

- Prototype new ways of working
- Showcase future state regulatory process flows



Empower – Gain authentic buy-in

- Set out the digital journey roadmap
- Implement program governance



Achieve – Deploy the digital platform

- Future-proof regulatory services
- Execute business change

CloudSource has successfully been digitising Regulatory, Compliance and Transparency business operations since 2014.



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