CloudSource

promoting transformation through technology

BUILDING A DIGITAL FUTURE

A Guide to Empowered, Connected & Innovated Public Services

Introduction to Digital Transformation

WHAT IS DIGITAL TRANSFORMATION

Digital transformation is the process of harnessing digital technologies to modify existing processes and culture to create new citizen and stakeholder experiences to meet changing user demands and industry requirements.
This reimagining of processes in the 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 business 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. 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 for 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 business 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.

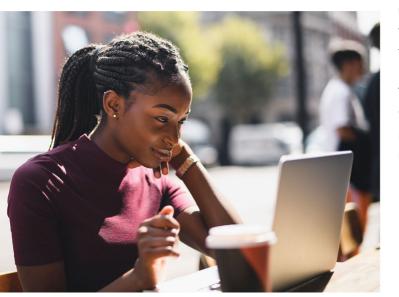|		
CLOUD FIRST	MICROSOFT FIRST	CITIZEN & STAKEHOLDER CENTRIC
DATA DRIVEN	AUTOMATION	INTELLIGENCE

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 organisation along the transformation journey, CloudSource will develop a **long-term roadmap.**

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

To ensure your organisation remains ahead of the digital wave, CloudSource understates 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 the back office to the front line together and delivers a connected citizen and stakeholder experience.

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 beyond moving infrastructure into a public cloud or deploying a SaaS solution in place of something on-premises.

To get senior leadership on board, **change managers** should understand the enterprise's pain points and provide practical solutions. 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, helping to promote innovation and reduce program delivery time.

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   POWER PLATFORM   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 regulations.

Line of Business Applications: CloudSource implements and tailors **Power Platform** and **Dynamics 365** to the specific requirements of each of our customers, which work seamlessly together with **Citizen Management & Acquisition, Customer Service, Field Service, Finance & Operations, Project Service Automation, Human Resources, and Marketing**.

Citizen & Stakeholder Facing Process: 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 higher level of customer service with **Microsoft Power Virtual Agents** that quickly automate frequently asked questions and common business processes.

PROCESS: REIMAGINE YOUR TRANSFORMED BUSINESS

Business Process Innovation is the process where you analyse, optimize, 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
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.

Case Study: A successful digital transformation partnership

Customer:

CloudSource is extremely proud to have engaged with The Nursing and Midwifery Council (NMC) on their DigitalTransformation programme.

The NMC is the largest healthcare regulatory body in the world, with over 758,000 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.

Situation:

Within their organisation, they have been feeling the brunt of inefficiency from technical debt that was presented through the legacy business application, little or no systems interoperability, and data silos that influenced inefficient ways of working.

Landscape:

CloudSource had 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 regulatory business processes from education standards, registrations, payments, joining and leaving their register, complaint and enquiries, and public protection.

We re-modelled and migrated their data and rolled out the platform to their business users through a well-orchestrated change management network.

Disruption:

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.

Results:

The NMC were equipped to profile nurses and midwives that were needed in the NHS, interrogate their data, and on-board new registrants through a digitised online process, that met regulatory standards and expedited their application with quick & effective communication, at double the speed of the legacy process to successfully enrol/re-join over 15,000 additional nurses and midwives their register.

nmc Nursing & Midwifery Council

CloudSource

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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