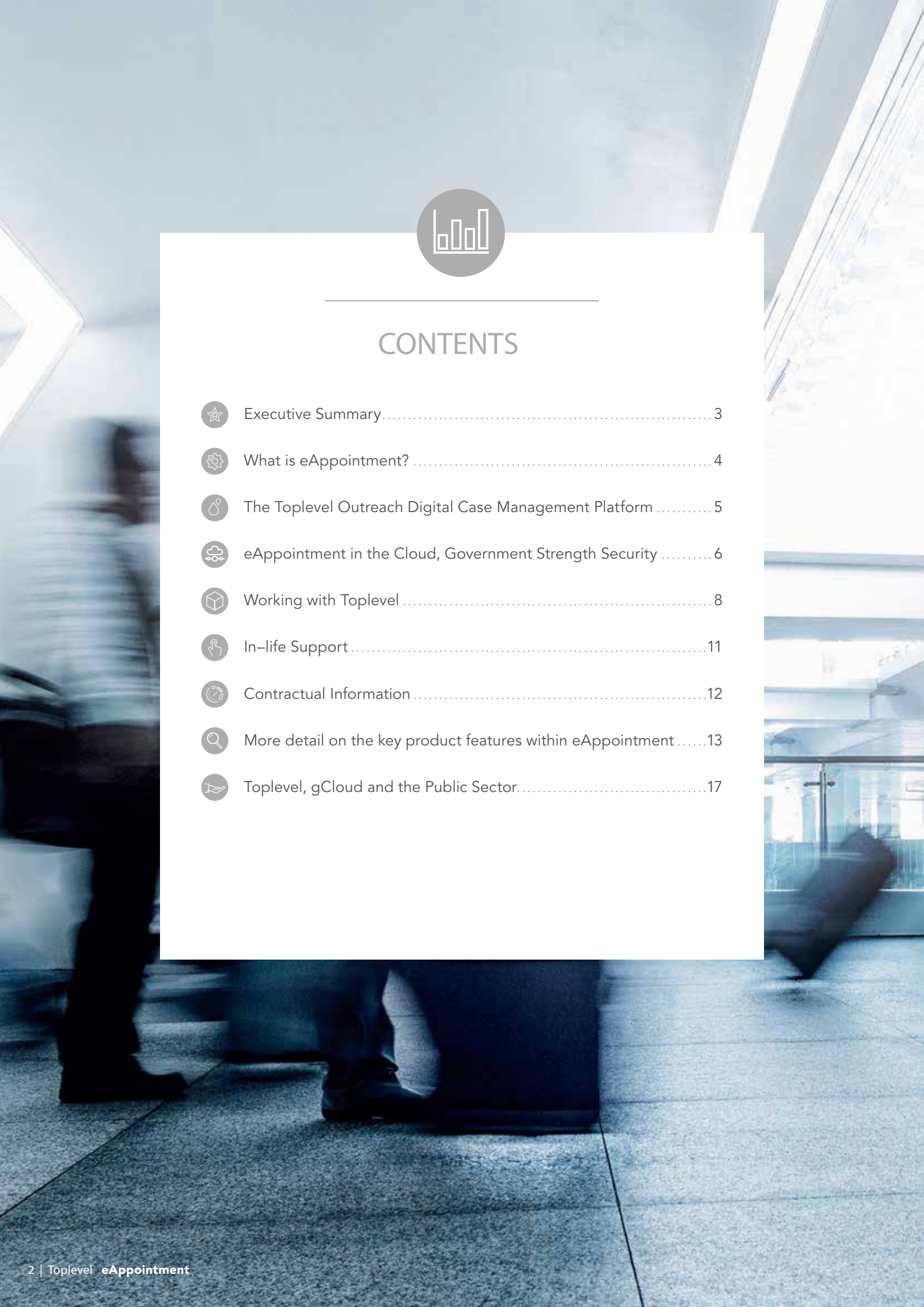
EQUINITI
TOPLEVEL

eAppointment
FROM TOPLEVEL

May 2018



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EXECUTIVE SUMMARY

eAppointment from Toplevel is an open standards based SaaS (software as a service) service that helps public sector organisations meet Digital by Default service standards and provides internal and external self-service appointment bookings, improves customer service and saves staff time. It has been deployed widely across UK government departments, including organisations such as the Passport Office.

eAPPOINTMENT HELPS ORGANISATIONS BY:

- Providing secure, user-friendly interactive web-based diaries for all bookings, reminders, confirmations
- Reducing staff time organising diaries, saving time and lowering costs
- Prevents overbookings
- Allowing faster service configuration by taking advantage of eAppointment out-of-the-box capabilities, including: Open Design Studio that allows page design that can be re-used many times; in-built government grade security; API integration with over 40 enterprise systems; support for common browsers; mobile devices and open source extensions (including a GOV.UK toolkit)

The eAppointment service delivers a complete package: fully managed applications and supporting hardware with 24x7x365 availability, hosted in Tier 3 ISO 27001 compliant UK data centres and supported by our ITIL based management service that intelligently prioritises service delivery according to your business needs. The service is built on high availability clustered technologies that provide an uptime track record exceeding 99.5%. In addition, customers have the option to configure and tailor their own services or alternatively use Toplevel's Professional Services team to build and provide the service on their behalf.

eAPPOINTMENT AND TOPLEVEL

eAppointment is a service delivered by digital expert Toplevel that specialises in end-to-end digital and case management solutions enabling public sector organisations, case-workers and citizens to interact more easily.

Toplevel has more than a decade of proven experience across more than 50 major public sector digital projects, to help develop and configure flexible, secure digital solutions. We use a best-of-breed approach and have invested substantial effort and talent in developing our Outreach platform that empowers analysts and web designers to develop digital projects with no risk of digital lock-in. We have been delivering Cloud SaaS services since 2005, and are equipped to deliver our solutions as a managed Cloud service.

WHAT IS eAPPOINTMENT?

eAppointment is a simple-to-use, wizard-driven Cloud service suited to developing digital self-service appointment services for citizens, partners or staff that improves customer service and saves staff time organising diaries. Diaries are modelled in a web-based system.

SYSTEM OVERVIEW:

- eAppointment is a single system shared by all staff and customers making self-service bookings. It can be flexibly configured to open up all or part of each diary to self-service booking and to carefully control the extent of self-service versus staff mediated bookings, which is particularly useful whilst staff are becoming accustomed to opening up their diaries
- Variable length appointments can be offered to support multiple types of appointment
- The system will automatically send confirmations and reminders, including lists of things to bring to the appointment and can optionally be configured so that bookings are provisional until confirmed by staff, giving staff more control whilst still permitting self-service
- Staff can change settings and configure options to suit their requirements, including: opening hours, bookahead restrictions and cancellation restrictions and obtain utilisation reports as well as being able to adjust or override bookings. Reporting enables performance monitoring and reporting for target purposes
- Staff have privileged access, enabling them to access appropriate customer data and protecting selfservice customers from seeing each other's confidential information
- Automatic work saving, preventing accidental loss thereby protecting customers and staff from frustration

The service can also include: Eligibility screening, postcode address lookup, membership table of customers with members only accessing self-service booking and taking payments.

eAppointment can be leveraged in two ways:

1. 1. For configuring and tailoring your own services using eAppointments' Open Design Studio (see more on page 12) with access to on-boarding support and advice where needed from Toplevel's own experts, or
2. 2. Via Toplevel's Professional Services. We can configure, and tailor the solution providing a full on-boarding service.

BENEFITS:

- Customers have their own individually configured live service, designed for 24x7 operation
- Her Majesty's Passport Office uses eAppointment saving the cost of 800,000 telephone bookings per year for urgent passport interviews
- Prevents double-bookings.

eAPPOINTMENT UTILISES THE STRENGTH OF THE TOPLEVEL OUTREACH DIGITAL CASE MANAGEMENT PLATFORM

eAppointment is built on the Toplevel secure COTS (Commercial Off-the Shelf)-based digital case management product.

Outreach is a certified Microsoft platform-ready solution, delivering robust, reliable digital and case management solutions for the UK public sector digital services. Outreach is the platform for a number of GCloud services and can help accelerate compliance with both the Government's Digital by Default Service Standards and HMG's Security Policy Framework.

Outreach has been developed using .NET and SQL Server with SQL Server Reporting Services. In addition, Outreach supports open standards for data exchange, offers comprehensive integration APIs and also utilises a partnership with ISV ScribeSoft to provide a range of integration options including connectors to 40+ business application suites including the likes of SAP, Oracle and Microsoft Dynamics.

Outreach delivers:

- Fast deployment of services that can be accessed by multiple users across diverse locations
- Secure permissions-based access methods and strong data protection techniques to enable secure collaborative working
- Simple service design and development utilising the Open Design Studio within Outreach

BENEFITS:

- eAppointment can help accelerate compliance with both the Government's Digital by Default Service Standards and HMG's Security Policy Framework
- 'Out of the box' integration with 40+ enterprise applications
- Outreach is "CMS-agnostic" - integrates easily with both open source and proprietary Content Management Systems

For more detailed information about the key product features within eAppointment see page 12.

Areas covered include:

- **Open Design Studio** – eAppointment's visual drag-and-drop design
- **Digital Security** – ISO27001-accredited 'security-built-in' model
- **Network and software Integration** – ready-to-go integration for 40+ enterprise software products
- **Scalability features** – high redundancy and concurrency enables support for the largest public sector requirements
- **Open source extensions** – extension modules including a GOV.UK toolkit
- **Browser support** – support for all common browsers
- **Mobile data collection** – 'Out of the box' data collection from online and offline

eAPPOINTMENT IN THE CLOUD. GOVERNMENT-STRENGTH SECURITY

The services we deliver via GCloud are offered as a complete software-as-a-service (SaaS) offering. We deliver the complete package: fully managed applications and supporting hardware with 24x7x365 availability, hosted for you in UK-based data centres and supported by our ITIL based management service that intelligently prioritises service delivery according to business needs.

Our cloud services have been developed on the basis that we believe service uptime is a critical and our services should be available 24x7x365. The service is built on high availability clustered equipment, equipment is duplicated and will fail over to secondary hardware and automatically recover in the event of a hardware failure. We monitor the systems automatically and continuously for availability backed up by our 24x7x365 support services. We have a track record of high availability which constantly surpasses our GCloud uptime SLA of 99.5%.

Security is a part of our DNA. In addition to our policy of our operational staff being SC cleared and our Cloud hosting sites conforming with the highest levels of physical and cyber security in June 2015 Toplevel was awarded Pan Government Accreditation (PGA) by CESG.

BENEFITS:

- ISO 9001 and ISO / IEC 27001 accredited VirtuStream and Datum as our data centre partner, Tier 3 reliability and security levels
- 99.995% uptime (February 2016 to February 2017)
- Data protection – All data stored the UK

BACKUP, RESTORE AND DISASTER RECOVERY

Within the primary data centre eAppointment is built on a fully resilient high availability clustered solution with redundant RAID data storage. Additionally, data is backed up to a separate storage device on a daily basis. Our standard service level retains 14 days of backups.

We offer an optional replication service, whereby in the event of a major emergency at the primary data centre we can switch to a secondary data centre.

This includes the ability to recover to a point 1 hour or less prior to failure at the point the primary equipment failed, and this option also includes nightly off-site backups.

CLOUD INFORMATION ASSURANCE AND DIGITAL SECURITY

To ensure the security of our eAppointment services, Toplevel have worked with CESG CHECK-approved and other security testers with UK industry accepted certifications and with CLAS consultants, to implement a comprehensive security architecture that includes:

- Solutions extensively penetration tested at the infrastructure, COTS product and custom web applicationlayer by the security testers.
- Hardened operating systems, SQL server and IIS based web services to standards specified by the Security testers.
- Operation of an ITIL-based service department with responsibility for monitoring and maintaining security levels including maintaining patch levels on operating systems, anti-malware software, applications and devices such as firewalls.
- Optional advanced data encryption techniques providing futureproofing vs the 2017 EU Data Protection Act.
- Optional VPN for data in transit.

BENEFITS:

- Protect+ community cloud environment. Open only to government customers. Protect+ employs advanced segregation techniques; employs increased authentication security for remote support / management. Protect+ has been tested and proved to meet the high standards required for PGA Accreditation.

WORKING WITH TOPLEVEL

Toplevel has over a decade's experience in providing fast delivery of bespoke and COTS digital solutions in cloud and customer premise environments to more than 40 public sector customers.

Our teams are experts in open source and Microsoft based technologies. We use a best-of-breed Agile+ approach. We have invested in tools that allow us to rapidly prototype, deploy and configure flexible, secure, Government-strength solutions We are proud of our track record in delivering a 50% reduction in customer project costs.

See below more detail on how Toplevel will work with you from pre- project prototyping, our project approach and on-boarding to supporting you during the lifecycle of the project.

1. BEFORE WE WORK TOGETHER. THE "48 HOUR CHALLENGE"

Our "48 hour Challenge" is available to public sector organisations prepared to invest two days of a senior user's time and two hours at a workshop to hear the results .

Toplevel will create a free and customised working prototype service within 48 hours. (E.g. an online application process, including eligibility quiz, guidance, validation and business rules.) This will give you a better understanding of the proposed system's performance and the real world issues you might face in a joint workshop.

The challenge will allow you to test business case and requirements definitions and allow us to demonstrate the speed with which our experts can build an easy to use, cost saving personalised solution to help you improve service levels.

An additional benefit of the challenge is that in the event that you pick Toplevel, the challenge's learning and development will accelerate delivering your project.

2. OUR PROJECT APPROACH – OPTIMISED FOR GOVERNMENT

For customers that want to build and configure their own services; Toplevel will provide you with training on service elements such as the Open Design Studio and offer you access to our professional services teams to support you as and when needed with our best practice experience.

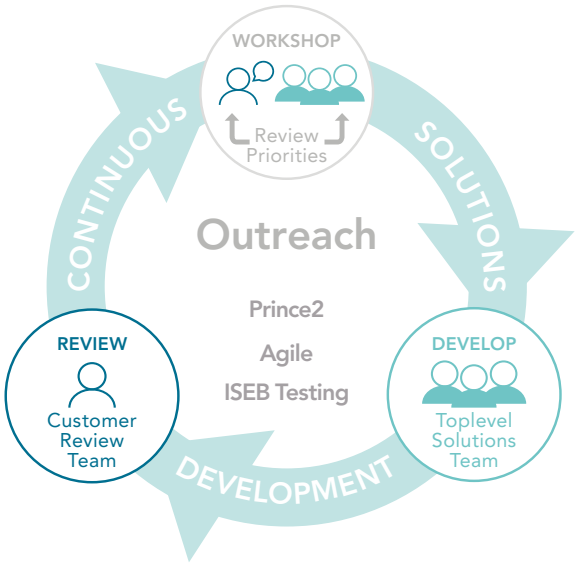
FOR CUSTOMERS WHO WOULD LIKE TOPLEVEL PROFESSIONAL SERVICES TEAMS TO CONFIGURE, TAILOR AND PROVIDE ON-GOING MANAGEMENT OF THEIR SERVICES ON THEIR BEHALF WE USE THE FOLLOWING METHODOLOGIES AND PROCESSES:

AGILE+

We recognise that there are a number of accepted methodologies available when embarking on an IT-related implementation. Whether Waterfall, GDS's Digital by Default, Agile or any other delivery method, we work with you to review the most appropriate option at the early stage of a project to understand how best to achieve the solution and outcome you are looking for.

Our Agile approaches puts the customer first by researching their needs and focuses on producing working software within a short timeframe. This is followed by frequent deliveries in short time spans, increasingly aligned to customer needs. Furthermore, change is welcomed and not treated as a hindrance to software projects, which is often the case in more traditional approaches.

An Agile-based project tends to deliver frequent releases and less management overhead. It is a collaborative method that is responsive to change. This, in turn, enables you to be more agile and flexible with customers and stakeholders. We can supply professional services through our consortium partnerships on a number of CCS frameworks.



BEYOND AGILE

Agile Projects are rightly implemented with a focus on user experience. While that is critical, it is important to keep in mind the IT environment in which they are operating. As a result, we often recommend an Agile+ approach, as appropriate, in line with the specific requirements and desired outcomes of a particular project.

Agile+ is a proven methodology using a synthesis of the best elements of Agile and PRINCE2 to manage and govern. PRINCE2 methodologies seek to minimise risk, contain budget and take into account any dependencies of working with other suppliers or internal teams and any integration challenges presented by a customer's existing technologies.

Fundamentally, Agile+ takes into account the context of the project – the impact on and by the IT environment, from data storage to networks and all backend systems. By bringing together PRINCE2 and Agile in this way, we can help you better mitigate and manage risks while ensuring integration.

We work collaboratively with in-house teams. We have a strong track record of working with multidisciplinary teams including client staff and staff from their other suppliers. We are also flexible in terms of working remotely using modern tele- and video-conferencing or as a fully or partially co-located team.

QUALITY ASSURED DELIVERY

To ensure the smooth delivery of every client solution, all our project managers are experienced in internationally-recognised PRINCE2 standards, and Agile Scrum. They are supported throughout by Toplevel's QA test staff, who will verify and test configuration during on-boarding. Our QA test staff are ISEB trained and certified.

FAST PROTOTYPING

This is a real advantage of the Toplevel approach. Our team are able to provide rapid prototyping from as early as the discovery phase. For projects where Outreach Open Design Studio is being used simple prototypes can be delivered in hours and customers are able to accelerate the production of full project prototyping timescales from months to weeks.

ON-BOARDING OPTIONS

Toplevel provides five alternative on-boarding services for larger requirement for customers who require Toplevel to configure and tailor their Services. Option below with indicative number of days efforts

Core 20 days	Minimal pilot
Bronze 40 days	Simple requirement
Silver 70 days	Simple requirement with integration
Gold 120 Days	Several simple requirements or 1 medium complexity (e.g multiple stakeholder agencies)
Platinum 220 days	High complexity possibly involving multiple integrations
Titantium 400 days	Very high complexity possibly involving multiple complex

Top-Up services pack
For organisations with additional configuration requirements, we provide a flexible, top up service depending on individual customer needs.

PROFESSIONAL SERVICES OPTIONS

We offer two additional value added services to help our customers:

- Agile Education – Where customer staff involved in the project are unfamiliar with Agile, we can deliver an overview of the processes, principles and ways of working and what will normally be expected of them.
- eAppointment Training – Clients will receive a face-to-face training workshop explaining how to use the service for staff as part of the on-boarding process tailored to your individual needs.

IN–LIFE SUPPORT

ACCOUNT MANAGEMENT

Key account management of the lifecycle of a service is often an area that is overlooked but we believe is fundamental to successful service delivery. At Toplevel we dedicate one of our senior account managers to an account who will qualify your initial needs, maintain regular contact with your senior service owner during on-boarding and continue to work with you throughout live service operation.

YOUR ACCOUNT MANAGER WILL:

- Deliver regular account reviews
- Keep you up to date with Toplevel information and products
- Work with you to understand changes in business needs
- Act as a first level escalation to resolve any concerns

SERVICE MANAGEMENT:

Toplevel runs an ITIL-based service that focuses on continuous service improvement and prioritisation based on service impact and uptime.

Our scheme provides four severity levels for incidents: critical, severe, disruptive and minor. SLA response times for live environment severity levels are two, four, six and 12 working hours respectively with corresponding targeted resolutions within four, eight, 12 and 24 working hours.

INCIDENTS

Severity Level	Target Response Time	Target Resolution Time
1 Critical	2 working hours	4 working hours
2 Severe	4 working hours	8 working hours
3 Disruptive	6 working hours	12 working hours
4 Test Environment & 5 Minor	12 working hours	24 working hours

PROBLEMS AND AVAILABILITY

Severity Level	Description	Metric
1 Critical	Maximum Sev 1 failures per month	1
2 Severe	Maximum Sev 2 failures per month	2
3 Disruptive	Maximum Sev 3 per month	5
4 Test Environment & 5 Minor	No Target	No Target

Toplevel operates a 24x7 web-based ticketing system and our standard service is that technical service staff are available to speak to 9–5:30 Mon–Fri. Outside those hours we continually monitor the live service for availability 24x7 and our 24x7 on-call service will follow an established out-of-hours process if the live service becomes unavailable.

MAINTENANCE WINDOWS

Automatic upgrades are applied at approximately 3am. Manual upgrades that necessitate stopping the service, are rarely needed but are applied at a mutually agreed time / date normally either 8-9 am or 5:30 – 7pm or at weekends.

CHANGE MANAGEMENT

All changes to live systems, whether hardware or software are controlled under our strict ITIL change management program. Changes are fully documented and planned before being made to a system along with an impact assessment being made and documented. Customers will sign off and/or UAT any changes to their individual configurations, including any documentation before change are made to live system.

Outreach is under constant development as it is entirely within the control of Toplevel. As an application vendor, we are able to enhance the system in ways that are specifically aligned with our customer's solutions. Our R&D work-stream is client-led, and we have an internal feedback system that our customers are free to add suggestions to. These are reviewed in monthly product sprints and are prioritised, so we can reassure our customers that their suggestions are being taken into consideration and we can provide them with expected release dates to allow them to plan and act accordingly within their business.

CONTRACTUAL INFORMATION

FINANCIAL RECOMPENSE MODEL FOR NOT MEETING SERVICE LEVELS

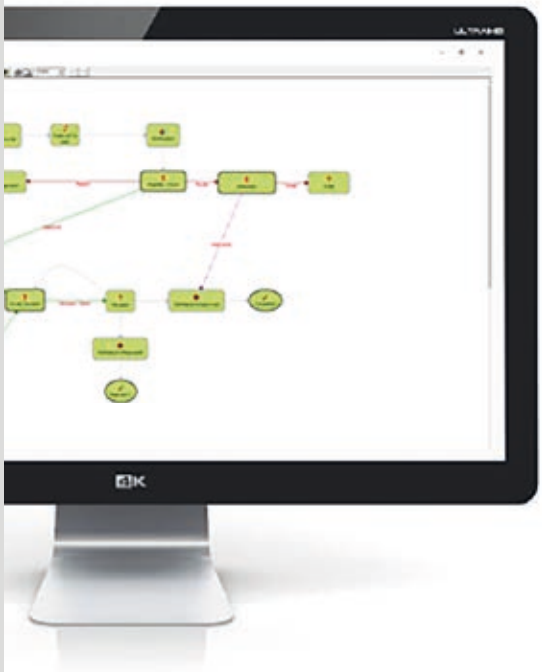
If the service is unavailable for more than six hours continuously we will give an additional free period of the same length added to the end of the contract period.

SERVICE MIGRATION, DATA RESTORATION AND REMOVAL

Offboarding depends on service options selected, de-provisioning can be as simple as a customer running their own reports / data extracts to retrieve the data that they wish, or asking Toplevel to supply electronic media containing their data in open standard formats such as SQL Server and PDF. We can action a request to turn off the service within 24 hours. After de-provisioning all client data will be destroyed in line with required security and data protection after the agreed retention period.

MORE DETAIL ON THE KEY PRODUCT FEATURES WITHIN eAPPOINTMENT

eAppointment – Key technology building blocks



OPEN DESIGN STUDIO

Open Design Studio is eAppointment's visual drag-and-drop design tool that empowers developers and nondevelopers the flexibility to develop, design and update digital interactive services. Open Design Studio combines a 'Design once, use many times' capability that allows users to design case workflows, business processes, document layouts, forms and templates once and re-use these for other pages, projects and devices types without needing to write code. Agile prototyping allows for fast delivery of working prototypes and provides built in inclusivity and access compliance.

BENEFITS:

- Non-programmers are empowered to make presentation changes and simple data configuration
- Delivery times can be cut by up to 50% vs bespoke software deployments
- Optimised integration – Open Design Studio provides greater flexibility for customers using a Service Orientated Architectures (SOA)

Key elements include:

- Graphical modelling of workflows and approval processes allowing rapid prototyping.
- Theme design for managing look and feel, overall visual design with no CSS or HTML knowledge.
- Digital service and form design for sophisticated, dynamic, multi-part, web-based forms that work across device types whether on or offline. Creation of screen layouts, including fields, guidance, navigation and links to external content and guidance, e.g. web service, database and document stores (EDRM & SharePoint).
- Support for VB scripting, VB or C# .NET extensions.
- Open Design Studio provides three levels of access permissions:
  1. Developers – Unrestricted access to all application design features and code.
  2. Analysts – Add configurable logic and business rules – no code required.
  3. Contributors – edit text, elements of visual form styles and placement of fields.

BENEFITS:

- Enables multi-skilled teams to collaborate and boost productivity
- Allows rapid prototyping
- "Safe-Mode" guards against team members introducing accidental errors

DIGITAL SECURITY

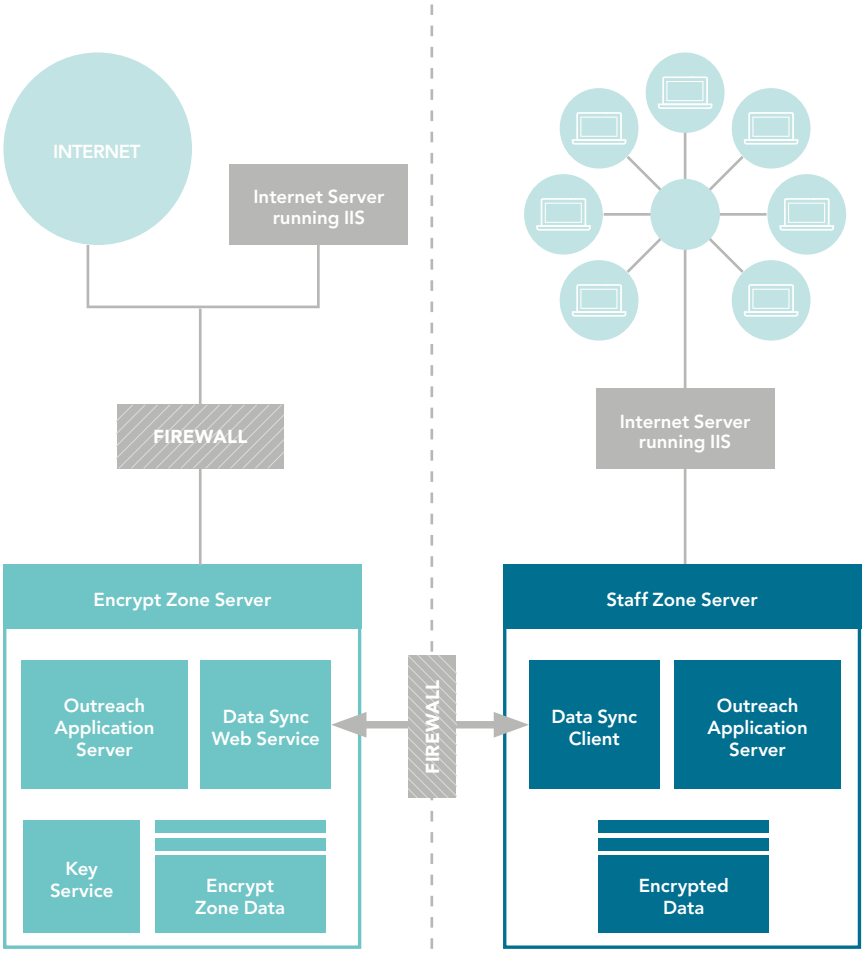
eAppointment provides a ISO27001-accredited 'security-built-in' model for organisations that demand high levels of security (IL3 and OFFICIAL Sensitive levels) for online services, and complies with the HMG Security Policy Framework. Capabilities include controlled access to sensitive data, inbuilt password protection, digital signatures, fine-grained access control, one-time security codes and single sign-on functions, as well as white and black listing and user auditing. Architecturally, Outreach delivers inbuilt protection from Denial of Service attacks, strong encryption (AES 256), anti-virus and Firewall integration. We believe our security implementation stands out in the following areas:

- Role-Based Access – controlled access to sensitive data based on groups and individuals' roles. Changes to authorised users and roles are audited. Administrative staff can view connection audits to track when users have made changes.
- Identity Management – Configurable user profiles and secure roles based access control underpin a flexible authentication module that delivers permissions based access to functionality and data.
- Supports single-sign-on and federated environments in which it can either act as the identity provider or be configured as a service provider.

BENEFITS:

- eAppointment's sister service (GCloud e-Forms SaaS) implementation has been awarded Pan Government Accreditation for the handling of OFFICIAL data by CESG

OUTREACH DUAL ZONE OPTION



- Data protection and aggregation – Outreach provides two unique capabilities that support Data Protection Act (DPA) compliance and help future-proof customer environments against EU Data Protection Regulations:

1. Dual Zone – dual server architecture option that allows internal staff, citizens and outside agencies to communicate across a single joined-up connection.
2. Encrypt Zone – protects citizen data allowing individual database records associated with processes, saved forms and users to be individually encrypted, each with its own separate key.

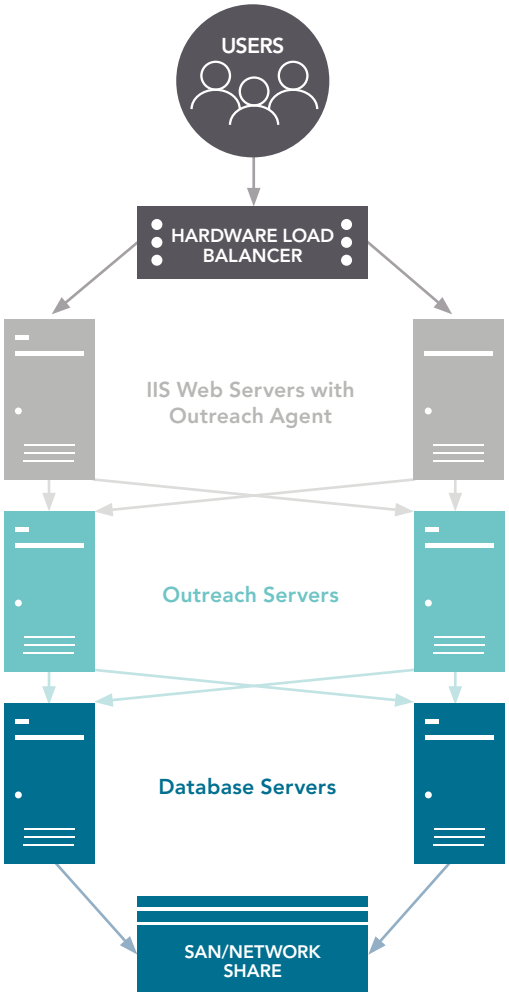
BENEFITS:

- eAppointment can optionally be configured to use AES 256 encryption for all data at rest.

NETWORK AND SOFTWARE INTEGRATION

Management of data exchange and network integration with complex backend IT systems is a constant challenge for digital projects. Advanced integration capabilities that reduce digital deployment time and costs include:

1. Native Integration for Open standard data formats – Design Studio features point-and-click techniques and support for formats including; XML, PDF, CSV, text file, ADO/ODBC compliant database, simple JSON/RESTful, SOAP web services.
2. Powerful custom integration options for programmers with our Developer Module – Outreach Developer for use by customer programmers allows for programmable logic to be added using standard programming languages. For example, there is a comprehensive API and complex JSON/RESTful, SOAP web services can be architected to support an SOA architecture if desired.
3. Third party software integration – Toplevel's partnership with Scribe allows ready-to-go integration to be achieved without programming.



BENEFITS:

- eAppointment minimises costly repurposing due to third party software updates
- 3rd party integration includes: Microsoft Dynamics CRM, SAP, Salesforce, Oracle, Netsuite, SharePoint and MySQL.
- Comprehensive API Library

SCALABILITY FEATURES

Outreach is designed to be able to scale to support the largest citizen-facing public sector requirements and provides the ability for services to scale to tens of thousands of concurrent sessions. It provides high availability and resilience.

Server load balanced configuration option provides high redundancy and increased concurrency rates.

BENEFITS:

- Managed Outreach environments have recorded a 99.995% uptime record

OPEN SOURCE EXTENSIONS

Outreach's extensible architecture makes it readily extensible by developers. Toplevel publishes open source extension modules including a GOV.UK toolkit and encourages customers to share and reuse their extensions.

BROWSER SUPPORT

Outreach and eAppointment supports all common browsers out-of-the-box, reducing testing and development effort as well as time to deliver. In addition the service provides legacy browser support as many users will be using older browsers (Data.Gov.uk site usage shows over 70% of browser versions are more than a year old), this extends back to 2001 and includes:

- Internet Explorer version 6 and upwards, Firefox 1.5 and upwards and Google Chrome (any version).
- Browsers that support HTML 4 / XHTML 1.0 and CSS, including Safari on the Apple Macintosh, Unix / Linux and mobile browsers including Dolphin on Android tablets and smartphones, and Safari on Apple iPad.

MOBILE DATA MODULE

'Out of the box' data collection from online and offline devices – users only need a browser. Online capability is browser and device independent and fully responsive. Offline capability is also fully responsive and supports a wide variety of tablets, smartphones and laptops

BENEFITS:

- Support for latest tablets, smartphones and laptops
- Support for legacy browsers from IE6

TOPLEVEL, gCLOUD AND THE PUBLIC SECTOR

Toplevel specialises in delivering case management solutions for UK Government, and in providing online service portals to facilitate Channel Shift.

Outreach and its GCloud SaaS offering has been deployed in over 50 major public sector projects, many of which are classified IL3 OFFICIAL Sensitive service. Here are a few examples of organisations that have used our service to develop their digital services:

Major UK Government Agency

Supply of an appointment booking system to support 850,000 appointments per year. The service also integrates with the queue management software in use within the departments offices and with the GOV.UK web site. This is an IL3 / OFFICIAL Sensitive service.

Home Office

Provides 40 digital services, with combined transaction throughputs of over 1 million per year. The initial project delivered a saving of 50% and services take-up jumped 15 times in the first three months.

heritage lottery fund

"We wanted to replace a system that was time-consuming, costly and very slow with one that would provide a faster turnaround and give us the ability to sift applications as they came in, as well as allow us to automatically redact equal opportunities … and report on that more easily. Toplevel came back with a model for the Job Portal that demonstrated they understood our needs."

IAIN BAILEY, HEAD OF PERSONNEL

ARTS COUNCIL ENGLAND

"Our team can access forms to see what applicants have done so far and exactly where they've got stuck and need advice. That means applicants can get their queries resolved much more quickly, because they no longer have to arrange a face-to-face appointment with one of our people to go through the paper form."

STEVE BUCKLEY, DIRECTOR OF BUSINESS SYSTEMS

Legal Aid Agency

End-to-end digital service for over 20,000 legal professionals to claim £900 million criminal legal aid per year. 400 case workers use Outreach which halved the time it took to pay claims, delighting customers. 10,000+ applications per month are processed.

creative & cultural skills

End-to-end system, managing applications for apprenticeship schemes to the value of £15m per annum.

ABOUT TOPLEVEL

Toplevel provides end-to-end digital and case management solutions that allow Public Sector organisations and individual case-workers to interact more easily with other departments and the citizens they serve. We improve customer experience and help staff to do their jobs quicker and better by replacing paper, telephone and **face-to-face services with more efficient digital alternatives.**

We help organisations meet Digital by Default Service Standards quickly and securely while taking into account the complexity of IT environments, security infrastructure and data systems in which digital services need to operate.

We have proven skills, built over a decade's experience across more than 50 major public sector digital projects, to help rapidly develop and configure flexible, secure Agile based digital solutions. Our skilled professional staff are experts in technology, including both open source and Microsoft tools. We use a bestof- breed approach, and have also invested substantial effort and talent in developing our own Outreach product that empowers analysts and web designers to develop and own digital projects with no risk of digital lock-in. We have been delivering Cloud SaaS services since 2005, so we're fully equipped to deliver our solutions as a managed Cloud service.

About Equiniti

Equiniti is a leading business process services outsourcing provider.

With over 4,000 employees and over 2,200 clients Equiniti is a trusted player in the both public and private sectors – and in industries as diverse as health, education and finance.

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