DELIVERING PUBLIC AND CIVIL SERVICE SOLUTIONS WITH MICROSOFT POWER PLATFORM

June 2022

Table of Contents

1 Introduction

"Transforming for a digital future: 2022 to 2025 roadmap for digital and data", published 9 June 2022, highlights the importance of transforming digital public services and delivering world-class digital technology and systems in the UK.

As digital services improve across retail, banking and travel, expectations of seamless experiences increases across all sectors, including government services. At the same time, following the vast financial impacts of the COVID-19 pandemic, the pressure on public spending is increasingly acute and the need for efficiency and cost effectiveness in service delivery is paramount.

"We must drive value for money to the taxpayer, by transforming our ways of working to enable the civil service to work smarter and faster and deliver on our ambitions for widespread digital transformation."

Heather Wheeler MP
Parliamentary Secretary for the Cabinet Office (June 2022)

In addition, technology will play an important role in UK government commitment to decarbonise the economy to net zero by 2050.

Capgemini together with Microsoft are leading in delivering services to civil servants and the public leveraging Microsoft Power Platform.

2 Aligning user experiences to be Government Digital Services standards

Government Design System compliance is a must have for all central government external services and ideally is across your internal solutions too. The UK Government has seen many new services rapidly launched over the past two years, often making headlines for unsuccessful launches due to the infrastructure not meeting the expectations.

Microsoft Power Apps and Power Pages are two components of the Power Platform which enable all organisations to quickly create low-code and no-code internal and external applications. Ensuring both of these align to the standards in GDS is crucial to improving adoption and accessibility.

Capgemini has created two accelerators to quickly align your canvas Power Apps and your Power Pages to the GDS layout, colour and controls

Citizens expect to engage on their terms

Citizens choose the channels to engage. Every interaction across multiple touchpoints need to be considered and context retained throughout the journey.

65% *of consumers are frustrated by inconsistent experiences across channels.*

- Mckinsey

3 Capgemini's accelerators for Power Pages and Power Apps

For Power Pages we are committed to ensuring

All pages are inclusive and accessible aligned to GDS standards

All user groups are catered for with best-in-breed accessibility tools including screen readers and magnifiers and speech recognition

Creation of employee and customer portals aligns with the GDS guidelines to allow rapid deployments and adoption

Our Power Pages accelerator allows for the creation of a full GDS-aligned Power Pages environment with CI/CD pipelines utilising Azure DevOps to be a starter portal for any operation. This is done within a day, significantly reducing the time to ROI and ensuring all government departments can react to the ever-changing requirements.

For Power Apps we have

- Created a suite of Power Apps canvas controls as a library for business technologists
- Leveraged theming to create a framework for GDS-aligned applications
- Provided standards templates to be a starter for many government processes.

Capgemini has industry-leading low-code and no-code adoption frameworks, Empowered Platform, which builds on our software engineering pedigree to ensure citizen developers are supported across all organisations. This can be coupled with our accelerators to ensure your investment in Microsoft Power Platform aligns with the GDS standards and makes the most of the wealth of talent across your department.

3.1 Our Approach

Capgemini's Empowered Platform methodology plots an end-to-end course for your organisation, allowing your pioneering people to build from the front and reimagining the role of IT in your business.

Your Vision of the platform may not be known yet but...

Spending some time before deployment to envision what the Power Platform is going to unlock for you and your people is essential for the following reasons:

- Easier to plan quickly than to clean up
- Speed up delivery
- Reduce risk of data loss
- Align business and IT in a single goal
- Provide safe working practices

Attract, nurture and retain the best talent

The best people want to be able to drive real positive change in the business. Power Platform provides your workforce with tools to collaborate around processes and data to make empowered decisions.

Automate and improve your processes

Utilise Power Apps and Power BI. easily build business apps you need and create automated workflows between your apps and services to get notifications, synchronise files, collect data and more.
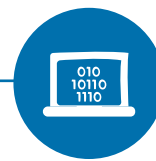
Get new insights from your data

Turn your under-utilised data into insights in seconds. Any data, anyway, anywhere – and all in one view.

4 Capgemini's Microsoft experience

As Microsoft Digital Transformation Partner of the Year 2021 and with over 25,000 Microsoft professionals globally, Capgemini has unmatched expertise and experience in helping market-leading organizations leverage the Microsoft ecosystem to attain their business and customer goals.

Capgemini holds 18 Gold competencies and the Advanced Specialization for Low Code Application Development.

As members of the Microsoft Partner Pledge, at Capgemini, we recognize the importance of creating a future that harnesses the transformational benefits of technology for customers and society. Across digital skills, apprenticeships, diversity, ethical AI, and sustainability, we are passionate about driving positive societal change.

Together with Capgemini and Microsoft, we will take you on a journey to transform your relationships with citizens and create experiences which provide rapid and sustainable value.

Choose an item. **7**

Ready to deliver citizen experiences, today?

Capgemini and Microsoft can help.

Contact us today to schedule a personalised consultation and learn more about how we can help your department.

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About Capgemini

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of over 325,000 team members more than 50 countries. With its strong 55-year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fueled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering and platforms. The Group reported in 2021 global revenues of €18 billion.

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