



**CloudSource**  
promoting transformation through technology

**BUILDING A  
DIGITAL FUTURE**  
**Unlocking Digital Regulation**





## 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.

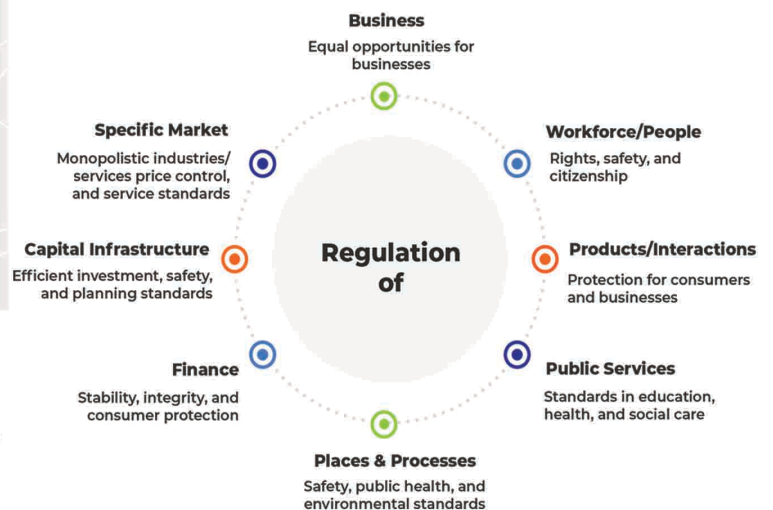
### WHY DO WE NEED TO DIGITALLY TRANSFORM NOW

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 TIME MORE IMPORTANT FOR UK REGULATORY ORGANISATIONS TO EMBRACE DIGITAL TRANSFORMATION, STRATEGICALLY AND FOCUSED ON THE FUTURE NEEDS.**



# 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 **teamtogetherness** 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 DIGITISED REGULATORY, COMPLIANCE, AND TRANSPARENCY OPERATIONS

CloudSource practices the Microsoft Catalyst, **IDEA** framework, the process where we analyse, optimize, and rethink the regulatory processes within your organisation.

By taking an end-to-end view of your organisation with CloudSource, you can access our deep process and analytics experience to help build compelling new citizen & stakeholder journeys that improve onboarding, effective register management, reduce citizen & stakeholder complaints and meet today's digital expectations.



### DATA: FAST, ACCURATE INSIGHTS ARE VITAL IN EFFECTIVE DECISION MAKING AND CONFIDENT ACCOUNTABILITY

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



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

### 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.



## 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.**



Crown  
Commercial  
Service  
Supplier



HM Government  
G-Cloud



INVESTORS  
IN PEOPLE



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