

Digital Engagement Portal

Providing a secure, centralised environment for organisations to engage with customers, partners and suppliers. It streamlines interactions, automates services and connects with existing systems to manage requests, documents and communications efficiently, while meeting security, scale and cost requirements.

Challenges faced

Many organisations need to modernise how they engage with customers, partners and stakeholders. However, they are often **held back by legacy systems, manual processes and disconnected technologies. Users now expect secure, self-service access to information and services.**

Without it, organisations face inefficiencies, higher costs and limited visibility. At the same time, they must meet security, compliance and governance requirements while building a platform that can support future growth.



AI Capabilities:

AI Assistants

- Faster access to information
- Increased productivity

Automation

- Document and process automation
- Reduced manual effort
- Improved efficiency

Insights

- Enterprise search and knowledge management
- Predictive analytics
- Better decision-making

Customer & Growth

- AI-powered customer experiences
- Personalised engagement
- Growth and opportunity insights



Solution Capabilities

Digital Engagement & Self-Service:

- Self-service access to services and information
- Secure customer, partner and supplier portals
- Online applications and requests
- Real-time updates and communications

Process Automation & Service Delivery:

- Automated workflows and approvals
- Case submission and tracking
- Document management and sharing
- Reporting and performance insights

Integration & Modernisation:

- Connected business systems and data
- API-enabled integrations
- Legacy system modernisation
- Scalable cloud platform

Security & Governance:

- Secure access and identity management
- Auditability and governance controls
- Compliance support
- Secure-by-design architecture

Typical Use Cases

- Customer Engagement
- Partner Collaboration
- Supplier Management
- Grant and Funding Programmes
- Citizen and Public Services
- Membership and Regulatory Services



Benefits



Improve Stakeholder Experience:

Give customers, suppliers, partners and applicants easy self-service access to information and services.



Increase Transparency and Trust:

Provide real-time visibility into requests, applications and service progress.



Reduce Administrative Overhead:

Automate routine tasks and reduce manual handling of requests, documents and approvals.



Break Down Organisational Silos:

Connect systems and teams to create a more consistent, joined-up experience.



Strengthen Security and Governance:

Protect sensitive information with secure access, permissions and auditability.



Scale Service Delivery:

Support more users, transactions and services without adding operational complexity.



Improve Operational Efficiency:

Reduce duplication and free staff to focus on higher-value work.



Create a Foundation for Future Growth:

Create a flexible platform that can adapt as business needs evolve.



Accelerate Modernisation:

Replace ageing applications with modern, scalable solutions that reduce technical debt and support evolving business needs.

Empower customers, partners, suppliers and stakeholders through connected digital experiences while modernising business systems, automating processes and creating a secure, scalable platform for future growth.