

Inv Group Service & Platform Catalogue

Helping UK Public Sector organisations design, deliver, govern and continuously improve digital services through user-centred transformation, responsible AI and intelligent platforms.

AI and Automation



Helping organisations adopt AI responsibly, automate services intelligently, and deliver better outcomes for citizens and staff.



AI Readiness Assessment

Assess your organisation's readiness for responsible AI adoption and build a clear roadmap for success.

Overview

AI can improve public services, increase efficiency and reduce costs, but successful adoption depends on strong governance, quality data and organisational readiness. Our AI Readiness Assessment provides an independent view of your current capabilities, identifies opportunities and risks, and delivers a practical roadmap for adopting AI safely, responsibly and with confidence.

Every recommendation is designed to balance innovation with governance, ensuring AI delivers measurable value while improving outcomes for the people who rely on your services.

What's included

- Executive workshops with business and technology leaders
- Assessment of organisational readiness
- Review of existing AI tools, including shadow AI
- Assessment of data quality and governance
- Identification of high-value AI opportunities
- Risk and compliance assessment
- Prioritised AI roadmap

Outcomes

- ✓ Understand your organisation's AI maturity and readiness
- ✓ Prioritised roadmap for responsible AI adoption
- ✓ Reduced governance and compliance risk
- ✓ Make informed decisions about future AI investment
- ✓ Executive report ready for board discussion

Aligned with recognised standards and guidance

- ✓ ISO/IEC 42001
- ✓ UK GDPR
- ✓ DSIT AI Principles
- ✓ NCSC AI Guidance
- ✓ NHS AI Governance Framework

AI Academy

Build the knowledge, skills and confidence to adopt AI safely, responsibly and effectively.

Overview

AI adoption is as much about people as it is about technology. Our CPD-approved AI Academy helps public sector organisations build the knowledge, confidence and behaviours needed to use AI safely, responsibly and effectively. From frontline staff to senior leaders, our role-based training supports responsible AI adoption, strengthens organisational capability and creates a culture of confident, governed AI use.

Every course is designed to build practical skills, encourage responsible behaviours and support the safe adoption of AI across your organisation.

What's included

- CPD-approved AI training programmes
- Role-based learning pathways for staff, managers and leaders
- Practical public sector AI use cases and exercises
- Responsible AI, governance and security guidance
- Assessments focused on judgement and decision-making
- Completion certificates, badges and personal action plans

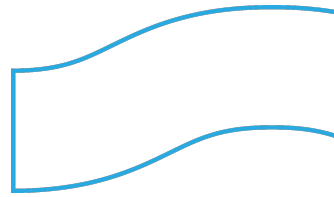
Outcomes

- ✓ Increased confidence using AI safely and responsibly
- ✓ Improved organisational AI capability
- ✓ Greater awareness of governance, security and compliance
- ✓ Consistent AI knowledge across teams
- ✓ Strong foundations for wider AI adoption
- ✓ Understanding of how to integrate Human In The Loop (HITL) protocols

Aligned with recognised standards and guidance

- ✓ CPD Accredited
- ✓ ISO/IEC 42001
- ✓ DSIT AI Principles
- ✓ UK GDPR
- ✓ NCSC AI Guidance
- ✓ NHS AI Governance Framework

Intelligent Workflow Transformation



Turn manual processes into connected, intelligent services that improve outcomes for citizens and staff.

Overview

Manual processes, disconnected systems and repetitive tasks increase costs, slow service delivery and create frustration for both citizens and staff. Our Intelligent Workflow Transformation service helps organisations redesign end-to-end services by combining service design, automation and responsible AI to remove unnecessary effort, streamline decision-making and create faster, more connected user journeys from initial request through to final outcome.

Every transformation is designed around people, ensuring technology improves both the user experience and operational efficiency.

What's included

- End-to-end service and workflow mapping
- User journey and pain point analysis
- Process redesign and service optimisation
- AI and automation opportunity assessment
- Workflow automation and system integration recommendations
- Future-state service design and implementation roadmap

Outcomes

- ✓ Reduced manual effort across high-volume processes
- ✓ Faster processing times and improved operational efficiency
- ✓ Better experiences for residents, customers and staff
- ✓ Fewer errors, duplicate data entry and incomplete applications
- ✓ Connected workflows that support continuous improvement

Aligned with recognised standards and guidance

- ✓ GOV.UK Service Standard
- ✓ Government Service Manual
- ✓ DSIT AI Principles
- ✓ ISO/IEC 42001
- ✓ NCSC Guidance
- ✓ UK GDPR

AI Governance & Assurance

Adopt a proven governance approach that enables safe, responsible and scalable AI adoption.

Overview

As AI adoption accelerates, organisations need clear governance to manage risk without slowing innovation. Our AI Governance & Assurance service helps you adopt a proven approach, providing the policies, operating model and practical guidance needed to introduce AI safely, responsibly and consistently across your organisation. Rather than creating governance from scratch, we help you implement best practice aligned to UK public sector guidance and tailored to your organisational needs, to build trust and transparency with your staff and audiences.

Every recommendation is designed to accelerate responsible AI adoption while maintaining trust, transparency and human accountability.

What's included

- AI governance maturity assessment
- Proven governance framework and operating model
- AI strategy and implementation roadmap
- Policy templates and governance documentation
- Roles, responsibilities and approval processes
- Risk management and assurance guidance
- Ongoing governance recommendations

Outcomes

- ✓ Clear governance for responsible AI adoption
- ✓ Faster and more confident AI implementation
- ✓ Consistent AI decision-making across the organisation
- ✓ Reduced governance, security and compliance risk
- ✓ Strong foundations for long-term AI innovation

Aligned with recognised standards and guidance

- ✓ ISO/IEC 42001
- ✓ DSIT AI Principles
- ✓ NCSC AI Guidance
- ✓ UK GDPR
- ✓ NHS AI Governance Framework
- ✓ Government Digital Service guidance

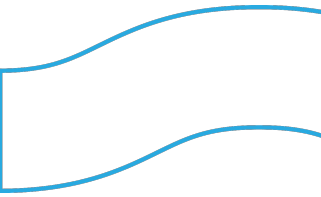
Digital Transformation



Designing and delivering user-centred digital services that are simpler, more accessible and more effective.



LocalGov Drupal



Deliver accessible, user-centred council services using the UK's leading local government platform.

Overview

LocalGov Drupal is the leading open-source platform for creating accessible, user-centred council websites and digital services. As an approved LocalGov Drupal supplier and active community contributor, we help councils design, build and continuously improve digital services that increase self-service, reduce demand and deliver better outcomes for residents and staff.

Every implementation combines nearly two decades of Drupal expertise with user-centred design, accessibility and long-term sustainability.

What's included

- User research and discovery
- Information architecture and service design
- LocalGov Drupal implementation and configuration
- Content migration and optimisation
- Third-party integrations and system connectivity
- Accessibility testing and quality assurance
- Editorial training and knowledge transfer

Outcomes

- ✓ Accessible, resident-centred digital services
- ✓ Improved self-service and reduced contact demand
- ✓ Faster access to council information and services
- ✓ Sustainable platform supported by the LocalGov Drupal community

Aligned with recognised standards and guidance

- ✓ GOV.UK Service Standard
- ✓ WCAG 2.2 AA
- ✓ Public Sector Bodies Accessibility Regulations 2018
- ✓ LocalGov Drupal Community Standards
- ✓ NCSC Cloud Security Principles

Drupal Development

Design, build and modernise secure, accessible Drupal websites and digital platforms.

Overview

Drupal is one of the world's leading enterprise content management platforms, trusted by governments, healthcare organisations, universities and regulated industries. With nearly two decades of Drupal experience, we help organisations design, build, modernise and optimise secure, accessible digital platforms that improve user experience, streamline content management and support long-term digital transformation.

Every Drupal platform is built around user needs, accessibility, security and long-term sustainability.

What's included

- Discovery and user-centred design
- Drupal website and application development
- Drupal upgrades and modernisation
- Content migration and optimisation
- Third-party integrations and API development
- Accessibility testing and performance optimisation
- Training, support and knowledge transfer

Outcomes

- ✓ Modern, secure and scalable Drupal platforms
- ✓ Improved user experience and digital accessibility
- ✓ Easier content management for internal teams
- ✓ Reduced technical debt and improved platform performance
- ✓ Future-ready foundation for continuous improvement

Aligned with recognised standards and guidance

- ✓ WCAG 2.2 AA
- ✓ GOV.UK Service Standard
- ✓ NCSC Cloud Security Principles
- ✓ OWASP Security Best Practices
- ✓ Drupal Coding Standards

Service Journey Review

Understand how your services work from first contact to final outcome, then identify where they can be improved.

Overview

Many public services involve disconnected systems, manual processes and unnecessary effort that impact both citizens and staff. Our Service Journey Review examines the complete journey, from a resident's first interaction through to the people, processes, technology and decisions behind the scenes, identifying opportunities to simplify services, improve efficiency and deliver better outcomes.

very recommendation is evidence-based, user-centred and focused on creating simpler, faster and more effective public services.

What's included

- End-to-end service journey mapping
- User, staff and stakeholder engagement
- Process and workflow analysis
- Systems, data and integration review
- Pain point and opportunity identification
- Prioritised recommendations and improvement roadmap

Outcomes

- ✓ Clear understanding of how services operate end to end
- ✓ Improved user experience for citizens and staff
- ✓ Reduced manual effort and operational inefficiencies
- ✓ Prioritised roadmap for service improvement
- ✓ Strong foundation for digital transformation and automation

Aligned with recognised standards and guidance

- ✓ GOV.UK Service Standard
- ✓ Government Service Manual
- ✓ WCAG 2.2 AA (where applicable)
- ✓ UK GDPR
- ✓ Local Digital Declaration

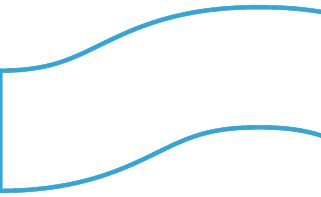
Content and Accessibility



Creating accessible, inclusive content and digital experiences that work for people first.



Accessibility Audit



Go beyond compliance to create accessible digital services that work for everyone.

Overview

Accessibility is about more than meeting technical standards. Our Accessibility Audit combines automated testing, specialist manual assessments and testing with people who use assistive technologies to identify barriers that affect real users. The result is a clear, prioritised roadmap that improves compliance, usability and confidence across your digital services.

Every audit is designed to improve both WCAG compliance and the real-world accessibility experience for the people who rely on your services.

What's included

- Automated accessibility testing
- Expert manual WCAG 2.2 AA assessment
- Testing with people using assistive technologies
- User journey and accessibility experience review
- Prioritised remediation report with WCAG references
- Accessibility statement review and recommendations

Outcomes

- ✓ Clear understanding of your WCAG 2.2 AA compliance
- ✓ Improved accessibility for people using assistive technologies
- ✓ Prioritised roadmap to resolve accessibility issues
- ✓ Reduced legal and reputational risk
- ✓ Better digital experiences for every user

Aligned with recognised standards and guidance

- ✓ WCAG 2.2 AA
- ✓ Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018
- ✓ GOV.UK Service Standard
- ✓ GOV.UK Accessibility Guidance
- ✓ EN 301 549

Content and Conversational Design

Create content that works for people, search engines and AI assistants.

Overview

The way people find information is changing. Increasingly, residents are asking questions through AI assistants and large language models instead of traditional search engines. Our Content & Conversational Design service helps organisations create clear, structured content that works across websites, search and AI, ensuring people receive accurate, trusted answers without needing to rewrite their entire website.

We help you create content once and structure it to work effectively across both traditional digital services and emerging AI experiences.

What's included

- Content audit and structure review
- Content modelling for websites and AI
- Plain English and content design improvements
- Conversational content and AI answer design
- Content governance and editorial guidance
- Recommendations for trusted AI search experiences and conversational assistants.

Outcomes

- ✓ Clear, trusted content across every digital channel
- ✓ Improved discoverability through search and AI
- ✓ Reduced duplication and content maintenance
- ✓ Better self-service through accurate AI responses
- ✓ Future-ready content strategy for evolving digital services

Aligned with recognised standards and guidance

- ✓ GOV.UK Content Design Guide
- ✓ GOV.UK Style Guide
- ✓ WCAG 2.2 AA
- ✓ Schema.org Best Practice
- ✓ W3C HTML Standards

AI Search Readiness Audit

Understand how well your organisation is prepared for AI-powered search and trusted answers.

Overview

More people are using AI assistants and large language models to find information instead of traditional search engines. Our AI Search Readiness Audit assesses how well your content, website and digital services are prepared for AI-powered discovery, helping you improve visibility, increase trust and ensure residents receive accurate, consistent answers across emerging AI platforms.

Every recommendation is designed to improve how AI understands, retrieves and presents your information without requiring a complete website rebuild.

What's included

- AI search and discoverability assessment
- GEO (Generative Engine Optimisation) review
- AEO (Answer Engine Optimisation) review
- Content structure and semantic HTML assessment
- Utterance and user intent analysis
- Structured data and metadata review
- Prioritised recommendations and implementation roadmap

Outcomes

- ✓ Better visibility across AI-powered search platforms
- ✓ More accurate and trusted AI-generated answers
- ✓ Improved content structure for AI discovery
- ✓ Reduced risk of misinformation and inconsistent responses
- ✓ Clear roadmap for future AI search optimisation

Aligned with recognised standards and guidance

- ✓ GOV.UK Content Design Guide
- ✓ GOV.UK Style Guide
- ✓ W3C HTML Standards
- ✓ Schema.org Best Practice
- ✓ Google Search Essentials

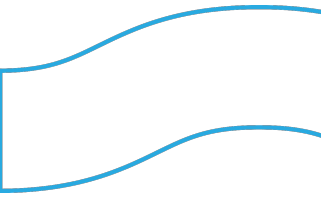
Platforms



Governed digital platforms designed to help public sector organisations transform services with confidence.



Arto - Intelligent Workflow Platform



The intelligent workflow platform for delivering governed AI and automation across public services.

Overview

Arto is a central platform for designing, deploying and governing intelligent workflows. By combining AI, automation, integrations and human oversight, it helps organisations improve services, reduce manual effort and measure operational value, while remaining LLM agnostic to support approved AI models without vendor lock-in.

Governance is built into every workflow, giving organisations the confidence to adopt AI safely, measure impact and scale with confidence.

Platform capabilities

- Intelligent workflow design and orchestration
- AI, automation and enterprise system integrations
- Human approval and governance controls
- Integration with organisational policies, standards and governance processes
- Audit trails, monitoring and performance reporting
- LLM-agnostic support for approved AI models
- Workflow analytics and ROI dashboards

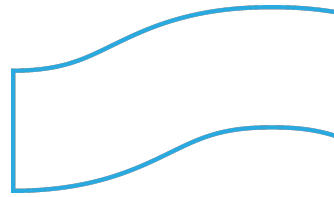
Outcomes

- ✓ Faster, more efficient public services
- ✓ Reduced manual effort and operational costs
- ✓ Consistent governance across every intelligent workflow
- ✓ Greater organisational confidence to scale AI safely
- ✓ Measurable productivity improvements and return on investment

Aligned with recognised standards and guidance

- ✓ ISO/IEC 42001
- ✓ ISO 27001
- ✓ UK GDPR
- ✓ DSIT AI Principles
- ✓ NCSC AI Guidance
- ✓ WCAG 2.2 AA

DXP - Intelligent Digital Workplace Platform



Connect people, systems and information through one intelligent digital workplace.

Overview

DXP is a modern digital workplace platform that connects people, information, applications and workflows in one secure environment. It helps organisations improve internal communication, simplify everyday tasks and increase productivity through integrated collaboration, automation and AI, while working alongside your existing business systems.

Designed to evolve with your organisation, DXP brings together content, collaboration, AI and workflows into one connected employee experience.

Platform capabilities

- Employee communication and engagement
- Content and knowledge management
- AI-powered search and workplace assistance
- Workflow automation and digital forms
- Enterprise system integrations
- Personalised content and user experiences
- Analytics and workforce insights

Outcomes

- ✓ Better connected and informed teams
- ✓ Increased productivity and employee engagement
- ✓ Reduced time spent searching for information
- ✓ Simplified internal processes and workflows
- ✓ Modern digital workplace ready for AI and future innovation

Aligned with recognised standards and guidance

- ✓ ISO 27001
- ✓ ISO 9001
- ✓ Cyber Essentials Plus
- ✓ NCSC Cloud Security Principles
- ✓ WCAG 2.2 AA
- ✓ ITIL-aligned service management

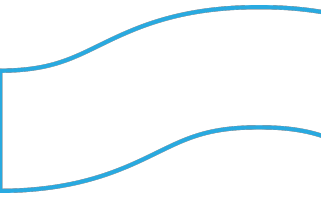
Managed Services & Continuous Improvement



Keeping your digital services secure, supported and continuously improving.



LocalGov Drupal & Drupal Managed Service



Protect, optimise and evolve your Drupal platform with expert managed support.

Overview

Launching a Drupal platform is only the beginning. Our Managed Service keeps your LocalGov Drupal and Drupal platforms secure, resilient and continuously improving through proactive support, security updates, expert guidance and ongoing enhancements. We help organisations maximise the long-term value of their investment while reducing operational risk.

Every managed service combines proactive support, strong security and continuous improvement to keep your digital services performing at their best.

What's included

- Secure hosting and infrastructure management
- Security patches, module and platform updates
- Proactive monitoring and SLA aligned incident response
- DDoS protection and cyber security controls
- Monthly consultancy budget for continuous improvements
- Service reviews, reporting and technical guidance
- Flexible consultancy days that can be rolled over

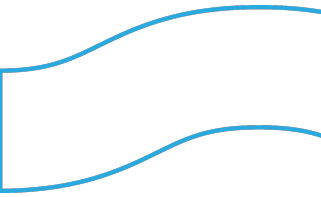
Outcomes

- ✓ Secure, resilient and reliable digital services
- ✓ Reduced operational and cyber security risk
- ✓ Continuous platform improvements without separate projects
- ✓ Predictable support and ongoing expert guidance
- ✓ Greater return on your digital investment

Aligned with recognised standards and guidance

- ✓ WCAG 2.2 AA
- ✓ ISO 27001
- ✓ UK GDPR
- ✓ NCSC Cloud Security Principles
- ✓ Microsoft 365 Integration

AI Governance Managed Service



Provide ongoing governance and expert oversight as AI adoption grows across your organisation.

Overview

AI governance isn't a one-off project. As new AI tools, workflows and use cases are introduced, governance must continue to evolve. We provide an ongoing AI Governance as a Service (AGaaS) framework, helping organisations maintain effective governance, manage emerging risks and ensure AI continues to be used safely, responsibly and in line with organisational policies.

Available as a standalone service or alongside Arto, AGaaS provides the expert oversight needed to keep AI governance effective as your organisation evolves.

What's included

- Planned AI governance and assurance reviews
- AI policy and governance updates
- AI risk and assurance assessments
- Review of new AI use cases and workflows
- Governance board and stakeholder support
- Regulatory and best practice updates
- Strategic advice and continuous improvement

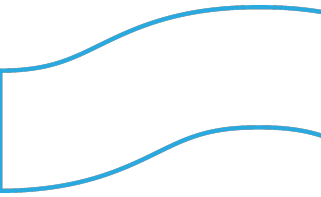
Outcomes

- ✓ Reduced regulatory and compliance risk
- ✓ Confidence to scale AI safely and responsibly
- ✓ Governance that evolves with your organisation
- ✓ Reduced risk from emerging AI technologies
- ✓ Ongoing expert support and strategic guidance
- ✓ Strong foundations for long-term AI adoption

Aligned with recognised standards and guidance

- ✓ ISO/IEC 42001
- ✓ DSIT AI Principles
- ✓ UK GDPR
- ✓ NCSC AI Guidance
- ✓ NHS AI Governance Framework
- ✓ Government Digital Service guidance

Digital Intelligence & Optimisation Programme



Continuously monitor, measure and improve your digital services through data-driven insights and expert guidance.

Overview

Digital services should continually evolve as user behaviour, technology and organisational priorities change. Our Digital Performance & Optimisation Programme combines automated monitoring, performance insights and expert advice to identify opportunities for improvement across user experience, accessibility, content and AI, helping you make informed decisions backed by evidence.

Every month, we measure what matters, identify opportunities and help you prioritise improvements that deliver measurable results.

What's included

- Automated monitoring and performance scoring across key digital indicators
- Monthly performance dashboards and trend analysis
- Accessibility, content and AI insight reporting
- User journey and search performance monitoring
- Prioritised recommendations and improvement roadmap
- Expert review sessions and strategic guidance
- Flexible consultancy to implement agreed improvements

Outcomes

- ✓ Continuous improvement backed by real data
- ✓ Faster identification of issues and opportunities
- ✓ Better user experience and accessibility over time
- ✓ Evidence-based investment decisions
- ✓ Measurable improvements month-on-month

Aligned with recognised standards and guidance

- ✓ GOV.UK Service Standard
- ✓ WCAG 2.2 AA
- ✓ GOV.UK Content Design Guide
- ✓ DSIT AI Principles
- ✓ ISO/IEC 42001