



Public Sector Capabilities

Citizen Experience

Who we are

Foundever® is the next-generation service leader reinventing customer experience (CX) in the UK Public Sector. With 4000 people across a significant UK footprint, Foundever partners with both private and public sector organisations to deliver integrated CX, digital operations and data solutions that enhance citizen engagement to support the delivery of transformative outcomes.

Our extensive UK site footprint and cross sector expertise, augmented with the size, scale and knowledge of a global business, ensures a strong understanding of the nuances between the public and private sector, allowing us to drive industry-leading services through the application of AI enabled human experiences.

UK Government organisations are on a mission to transform citizen services. At Foundever, we understand the key challenges faced and your objectives to operationalise and deliver self-service, digitalisation and drive the best outcomes for citizens and your organisation.

We work in close partnership with our clients, helping organisations to design and implement target operating models aligned to their strategic vision - delivering value for money, operational efficiencies and an optimal cost-to-serve. We achieve the outcomes required by optimising centres of excellence, using our people-led, technology-enabled and data-powered approach to ensure best practice.

Foundever have committed to investing \$100m in our AI team and product suite by 2028, which will continue to offer our clients the competitive edge, enhancing customer and agent experience – and changing the way things are done. This coupled with technology partnerships, expertise and know how allows for our clients to benefit from optimisation and transformation capabilities driving increased benefits from existing investment in client owned technology.

We believe that innovation enhances human connections, but it never replaces it. That's why optimisation is embedded across the customer lifecycle – turning every touchpoint into a datapoint, every datapoint into action and every action into a better experience.

We are the secret behind the UK's best citizen experiences and we look forward to working in partnership with you.

Propositions for Public Sector Contact Centres that Support the UK



Our Key Personnel



Ian Conduit
Director of Sales and Business Development, UKI
Ian.Conduit@foundever.com

Ian is an experienced Business Development Director and has been with Foundever for over 14 years. Ian has over 25 years' experience in designing partnership-based services and solutions to meet the specific needs of clients. Ian's skills in service design placing the customer at the heart of the proposition, coupled with driving additional value both in terms of commercial savings and improvements to customer experience has resulted in Ian being able to secure a range of new client logo's including BEIS/OPSS, Public Health England, SSE, The Home Office, Cancer Research, The Post Office, FCDO as well as many private sector clients.



Garry Robinson,
Account Development Director,
Public Sector UKI
Garry.Robinson@foundever.com

Garry brings 36 years of customer service experience across both the public and private sectors leading complex operational services including for HM Passport Office, Northern Ireland Direct, Housing Ombudsman Services, UK Health Security Agency, UCAS, DWP, Companies House, Child Support Agency, DFE, and local councils. Highly analytical and data-driven, Garry has deep expertise in using management information and insight to drive operational efficiency, improve service outcomes and large-scale organisational transformation. Leading from the front and building inclusive, high-performance, purpose-led cultures, Gary delivers outstanding results in demanding and complex environments.

Some of our Client Partnerships



Case Studies



London Borough of Sutton has been a client since 2023. Foundever provides an emergency out of hours service from 17:00 – 09:00 and 24/7 at the weekends and bank holidays.

Calls are varied and include creating referrals for Mental Health Act cases, homelessness and social services for both adults and children, casework for housing repairs, dangerous structures, noise complaints, and major incidents including floods, fire and terrorism. Agents then progress cases with social workers and other agencies and make referrals to other departments and contractors.

Our agents are required to balance resilience with empathy and ensure all issues are communicated and resolved quickly and right first time. The service has performed well above expectations and been awarded for another four years. Compliance has significantly improved and eNPS is +77.



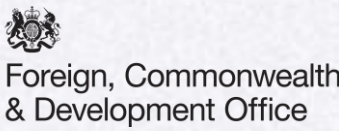
In March 2020, DHSC appointed Foundever to support the Test & Trace programme. Our solution was to deliver the service using newly recruited Work at Home Agents across the UK, with some on-site Agent support. We successfully recruited and trained over 11,000 staff within 8 weeks to support the go-live of the service. In addition, we provided systems to over 25k users across 26 subcontractors, providing a single tracing platform within 6 weeks.

We also led the continuous improvement of the campaign, bringing together stakeholders to create an improvement plan, based on feedback and quality data. The quality platform and monitoring processes enhanced both quantitative and qualitative measures delivering outcomes of over 92% quality rate and 100% of calls sampled. The risk trigger configuration within the platform prevented any fraud attempts, alerting management staff to risk within two hours of the call taking place.



Foundever has been providing comprehensive Enquiry services to HS2 since 2019, successfully securing another contract through to 2028. Our dedicated team works alongside HS2's community and stakeholder engagement team in Birmingham during the day, then service delivery swaps seamlessly to our 24/7 centre in Coventry, ensuring service consistency round the clock. Regardless of contact channel, the public receive the same high level of service, supported by advisors trained to the same standard.

As the Enquiry service, we promptly handle enquiries, complaints, and feedback through 45,000 contacts annually. Our flexible contract allows us to scale resources accordingly to accommodate peak periods and align to the changing enquiry types as the HS2 programme evolves. In 2025, 97% of CSAT surveys were scored as a positive experience and Quality Score was 94.5% against the set client criteria.



We have worked with FCDO since 2021, with Foundever providing delivery until at least 2029 though demonstrating Value For Money and Continuous Improvement. We deliver a Central Telephony Operator service (CTOPs), which is a dedicated advice and guidance service to assist callers in the UK and abroad, who may require a variety of urgent immigration services. CTOPS resolves enquiries quickly, accurately and is closely measured to ensure a high performing service. We use data and analytics to give more insight into vital information that improves processes for BAU and times of crisis.

A key element of the service is for the provision of additional surge capacity to handle in-bound calls during crisis e.g.: Afghanistan Crisis: 21,000 calls over 5 weeks, 35 FTE, 24/7
Sudan Crisis: 2000 calls over 10 days, 20 FTE live within 2 hours of invocation
Israel Crisis: 3,800 calls over 4 weeks. 20FTE live within 2 hours of invocation

A Model Built for Seamless Operations

From AI-enabled customer care to operational excellence, we help you keep pace with always on-demand services.

From AI-enabled service, targeted automation to operational excellence, we help you deliver reliable, cost-efficient customer and citizen experiences at scale.

By combining technology with skilled agents, you reduce risk, improve outcomes and consistently meet customer expectations of a trusted service.



Integrated Technology Ecosystem



- Ever Desk Agile CRM and ticketing platform
- Ever Team Collaboration platform for CX teams
- Ever GPT Secure GPT access for productivity

AI-Enhanced Service

- Ever Trainer AI simulation for knowledge and skill practice
- Ever Coach AI coaching and quality assurance

- Ever Assist AI agent-assist copilot solution for CX roles
- Ever Translate AI voice translation for multilingual support

Customer Lifecycle Optimisation

Approach to review and redesign journeys and processes delivering efficiencies and value without significant client investment .



Targeted Transformation & Automation

- AI Agent Foundry Proprietary GenAI bot platform
- AI Chatbots
- Automation Powered by UiPath™



Operational Excellence

Agent Excellence



Improve Speed to Competency – 30-50%

10-30% Productivity Enhancement (Operations & Technology)

Enhanced CSAT and First Customer Resolution

* Optimisation delivering reduced contact volumes through operational excellence and Self Service with the deployment of Foundevers Evertech suite will deliver committed savings, outcomes and service improvements.

Partnerships

Strategic Partnerships Driving Transformation

Foundever is uniquely positioned to deliver exceptional customer and citizen experiences through our extensive network of technology partners, staffing agencies and sub-contractor relationships. Our collaborative ecosystem enables us to provide the agility organisations need while maintaining unwavering accountability, compliance, and alignment with both public and private sector regulatory requirements.

Key Strategic Partnerships

Below, we outline the strategic technology partnerships that underpin our ability to support clients in enhancing customer experiences through technical transformation:



Other Partners include

PeoplePlus, Jobcentre+ and other SME social impact recruiters. These collaborations help Foundever recruit efficiently at scale, support its dynamic operations, and maintain a diverse, skilled workforce. In using social impact recruiters we also have the ability to flex our recruitment strategy to support the Social Value requirements of each of our clients by accessing lots of different pools of workforce such as Prison Leavers, Care Leavers, NEETs and job seekers on many of the DWP Employment programmes. Our proven track record demonstrates that the right partnerships, combined with deep expertise and global scale, create transformational value for our clients.



Our Commitment to Added Value and Social Value

Foundever’s value extends beyond operational delivery with a proven track record in social value creation and ESG leadership, enhancing outcomes for clients, communities, and the environment. We are driven by our commitments to multiple United Nations and Global standards and are also guided by the best practice laid out in the UK Procurement Act, PPN002 Social Value Model and the EU Corporate Sustainability Reporting Directive (CSRD).



Diversity, Equality & Inclusion: Commitment to diverse and impact recruitment, inclusive workplaces, and equal opportunities globally and in the UK, with ongoing training and awareness programmes. We work with the Social Recruitment Advocacy Group and are signed up to the Social Recruitment Covenant.

Community & Local Impact: Partnerships and volunteering with local charities, support for education and digital skills, and engagement in employment initiatives in economically challenged areas.



Employee Wellbeing & Development: Comprehensive wellbeing programs, mental health support, ongoing digital skills training, and clear career progression. Employee engagement and recognition programmes and apprenticeships are all actively delivered.

UK Social Value Act Delivery: Experience delivering measurable local employment, skills development, and community investment as part of public sector and regulated industry contracts.

Environmental: Global and local sustainability target drive programmes to reduce energy usage, implement responsible procurement, minimise waste and support our clients’ own ESG goals. Foundever is a Ecovadis Bronze Member.

Governance: Transparent business practices, robust compliance and risk management, and regular ESG reporting produce ethical operations and leadership accountability at all levels. Added Value of Technology: The EverSuite portfolio delivers significant benefit to our clients and two of the most powerful tools are provided free of charge, adding value over and above standard service delivery, for free.

Get to know us at foundever.com and connect with us on [LinkedIn](#), [Facebook](#) and [Instagram](#).