

BEIS Energy Bills Support Scheme

- Customer: Department for Business, Energy & Industrial Strategy (BEIS)
- Timeline: 9 Weeks (Dec 2022 – Mar 2023)
- Platform: Salesforce



Integrated
Corporate
Services

Overview

BEIS sought to rapidly launch the Energy Bills Support Scheme to deliver £500 million in payments to 1.3 million domestic and non-domestic applicants across Great Britain and Northern Ireland. Digital Modus was engaged to design and implement a robust digital solution on Salesforce, with full integration into GOV.UK.

Project Scope:

- Delivery of four distinct energy schemes
- Development of GOV.UK and Assisted Digital user journeys
- Creation of Salesforce-based CRM portals for local authorities, contact centres, and BEIS users
- Ten system integrations and five data migrations
- Compliance with WCAG 2.1, NCSC, MFA, and GDS standards
- Support for 1,500 local authority users and 120 contact centre agents

Approach & Methodology:

Using our Rapid Salesforce Delivery Framework, Digital Modus adopted an agile, phased strategy—from Discovery to Live. Key elements included pre-scoping workshops, sprint-based delivery, and close collaboration with BEIS to prioritize user stories. The work was organized into four streams: Salesforce front-end, integration, CRM build, and user/security onboarding.

Key Deliverables:

- Accessible and consistent application journeys via GOV.UK and Assisted Digital channels
- Fully functional portals for application processing, case management, and payment verification
- Automated application deduplication and validation features
- Custom dashboards, MI reporting tools, and user support services
- Full training and onboarding for all user groups

Outcomes & Feedback

The project met all deadlines, with the first scheme live in private beta within just four weeks. By March 2023, all four schemes had moved into public beta.

The GDS Service Assessment rated the solution “Inspirational.” BEIS praised Digital Modus for their agility, collaborative spirit, and volume of delivery under tight timeframes.