CloudWinks

CLOUDWINKS · SPECIALIST SERVICES & COMMUNITIES

MrSam

Technical brief

MrSam gives government agencies and public sector organisations the tools to serve citizens and stay compliant.

1. Architecture in brief

MrSam is a CloudWinks app in the Specialist services and communities group. A record can belong to a person or to a company, and other people and companies cannot see it. It stands on its own and connects to the shared services as needed. Its screens, fields and menus are definitions, built by the same pipeline as every other CloudWinks app.

2. Service boundary and intake

MrSam owns its own records. People and companies come from Crux rather than a separate user list, files are stored in MediaMogul and linked, and work that belongs to another app opens in that app.

3. Data handled

Citizen service requests, cases, compliance records and regulatory reports.

4. Integrations and ownership

MrSam can be used by individuals and organisations, each with their own private records.

5. Security and access

Sign-in, roles and permissions come from KeyKook, and people and companies come from Crux. A record can belong to a person or to a company, and other people and companies cannot see it. Any record shown through another app, a portal or a combined view still passes that app’s permission check, and money, security and company-account work always runs on the server.

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