CARECUBED BROKERAGE - SERVICE DEFINITION

What is CareCubed Brokerage?

The next generation of digital care brokerage platform. The CareCubed platform is a secure online tool to support open, transparent, and streamlined brokerage processes for care commissioners and providers. It gives a structured, person-centred, approach to market management and provides a clear baseline of costs for negotiation between commissioner and provider, as well crucial market intelligence through comprehensive reporting.

Why choose CareCubed Brokerage?

- CareCubed Brokerage is unique and purpose-built with the support of councils and care providers.
- Full SaaS solution with implementation and support available.
- Provides intelligence to support commissioners and brokers.
- Regular functional upgrades driven by legislative changes and customer needs.

Modules and Licence Options:

CareCubed Brokerage is a modular solution which provides flexibility based on the specific customer requirements.

CareCubed is used as both a day-to-day tool to support brokerage processes, negotiations between providers and commissioners, and also as a strategic planning tool to aid decision making.

SaaS Subscription

Our annual subscription fee includes:

- Your own secure organisation account on CareCubed.
- Unlimited user access for your organisation.
- Ongoing programme of enhancements.
- Online documentation and training resources.
- Support for any issues.
- CareCubed online community access.
- User forum for sharing experiences.
- Full GDPR compliance.

Onboarding

CareCubed is provided on a software-as-a-service basis and accessed directly via the browser, and supports all mainstream browsers including Microsoft Internet Explorer, Microsoft Edge, Google Chrome, and Safari.

Upon receiving confirmation of a customer order, iESE will grant access to CareCubed Brokerage for a Primary User/System Administrator who can then add and manage other users access to the system.

A kick-off meeting is then setup to discuss the specific challenges faced by the customer, and the expected outcomes from using CareCubed Brokerage. This meeting will also include project planning and clarification of the implementation support that is available for the customer to use to implement the tool and train staff.
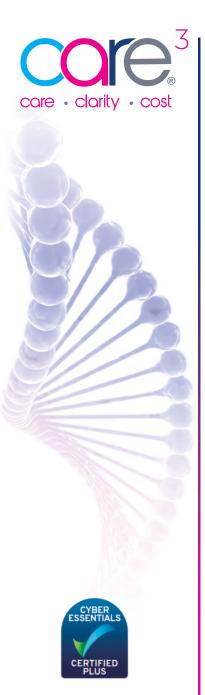
Review meetings will be scheduled to check on progress during the implementation and then on an ongoing basis with your Account Manager to ensure each customer continues to benefit from CareCubed Brokerage.

Support

iESE offers a support solution in the form of a Helpdesk which can be accessed via webform, in app support and by email.

All channels will alert our team and be responded to as quickly as possible and in line with our SLA's detailed in our terms and conditions. Our helpdesk is available 09:00-17:00 Monday-Friday (excluding bank holidays).

Customers will also be allocated an Account Manager who will manage the business relationship and contract.

Features include:

- Secure Software-as-a-Service solution.
- 16 years' experience of providing care costing solutions to commissioning authorities and care providers.
- Person-centred referral process for purchasing of care packages.
- Developed with care commissioners and providers to meet the demands of purchasers and suppliers.
- Integration with a range of systems and datasets including CQC and CareCubed.
- Tailored interfaces for providers, referral teams, commissioners/brokers and management.
- Simplified onboarding process for care providers.
- Place-based approach providing access for health & social care commissioners and care providers.
- Network of over 600 care commissioners across 70% of authorities.
- Covers adults and children's services.
- Full reporting and dashboarding capabilities.
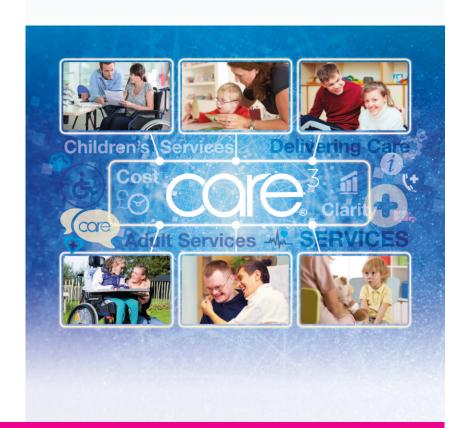- GDPR compliant.

Benefits include:

- Ensures packages are outcomes focused.
- Deliver value for money and creates a sustainable market.
- Providers instant intelligence to support both commissioners and providers.
- Business intelligence to support both day-to-day tactical and strategic decision-making process.
- Improves supplier and purchaser relationships through a single, harmonised system.
- Provides critical real-time information for senior managers.
- Drives improved services and outcomes for residents.
- Streamlined, fit for purpose processes mean significant saving in staff time for commissioners and providers.
- Customisable solution that will adapt with future changing needs of customers and policy.
- Fast implementation with comprehensive set of training and support services.

About iESE

Created by local authorities as a shared resource to transform public services and retain experience within the sector, iESE has a successful track record of delivering transformation and service improvement programmes across the UK. With over 16 years of experience in public service improvement and transformation, we have delivered real savings of over £1billion for our members and clients to help them meet the challenges they face.

Our mission is to advance the improvement and efficiency of local public services. iESE are uniquely positioned to bring a combination of best of breed technology, and a team with the skills and experience to continually evolve our tools with our customers to support the sector. Our previous role, SE REIP & National Lead for Social Care, has given us a breadth of experience which remains current within our team, made up from front line health and social care, software design and digital development expertise, to bring CareCubed to market.

For more information about iESE, please go to: www.iese.org.uk

For more information about CareCubed, please go to: www.carecubed.org