



## **G-Cloud 14**

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### **Service Definition Document**

For the provision by enChoice UK Limited of Cloud Services,  
Professional Services and Managed Services

Version 1.0

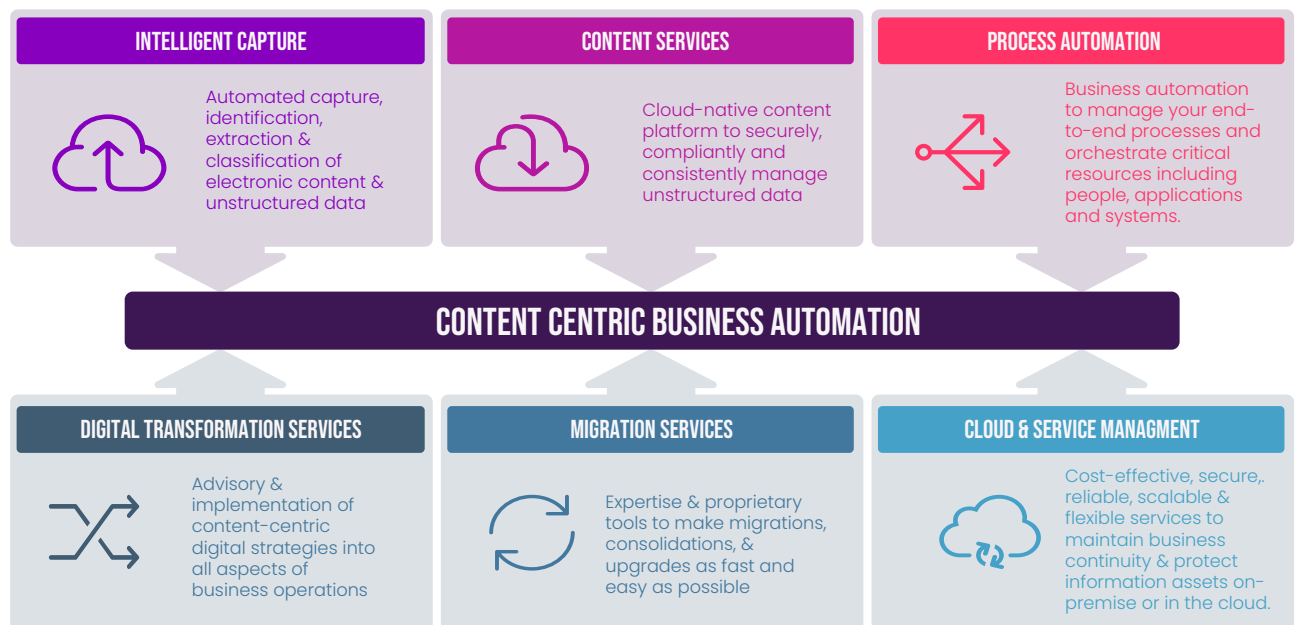
## Service Overview

enChoice is an award-winning Enterprise Content Management, Business Automation and Digital Transformation solutions company. Helping customers improve business processes and protect critical information with software and solutions that accelerate their path to digital efficiency.

We automate processes and manage information assets in one secure cloud location, working with business applications to deliver information whenever – and wherever – you need it.

Enterprise content management (ECM) solutions enable you to digitally manage an organisation's content in a centralised location and use the information to support operational goals. At enChoice, we offer automated content management services to help empower your digital transformation with greater content structure and accessibility.

Our core competencies revolve around three high-value solution domains: Intelligent Capture, Content Services and Business Process Automation.



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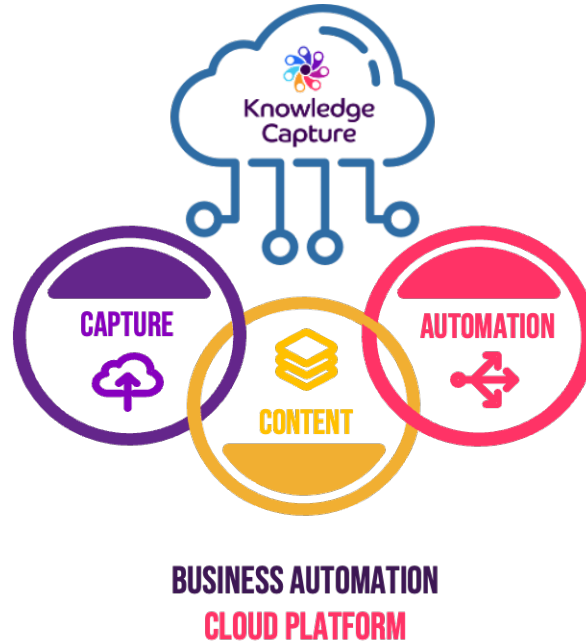
## Fueling Your AI Journey

In digital business automation, Artificial Intelligence has emerged as a transformative force, shaping the way organisations will operate and innovate. Organisations that are able to strategically leverage Artificial Intelligence to automate processes, enhance efficiency, and make data-driven decisions are more likely to experience significant benefits over time.

Machine learning and artificial intelligence are at the heart of enChoice' innovation, transforming how businesses handle unstructured content, unlocking insights, automating tasks and building a robust foundation for AI.

# Knowledge Capture Business Automation Platform

The enChoice product suite comprises of three elements:



**Intelligent Capture** - Automatically classifies unstructured data by extracting business information using advanced recognition and Artificial Intelligence.

**Knowledge Capture** - Manages unstructured data and content in a cost-effective, scalable, compliant, cloud service.

**Business Process Automation** - Automates repetitive operational processes and makes business applications “content aware.”

## Intelligent Capture and Document Processing

Connecting the right information to the correct location or system can enable a whole new way of working that sees improved efficiency, a boost in collaboration, streamlined processes, and improved customer satisfaction.

Intelligent Capture identifies and extracts critical information from paper and electronic documents. When used in combination with content management or business process automation software, businesses can use the extracted data for digital routing and delivery of relevant documents.

enChoice is a leading provider of intelligent capture to support digital transformation and optimise business performance. enChoice Intelligent Capture streamlines the capture, recognition and classification of business documents. Using advanced recognition technologies such as optical character recognition, intelligent character recognition, optical mark recognition and barcode recognition to accurately understand machine-printed and hand-written text. Intelligent capture uses cognitive technologies such as natural language processing to understand the context and meaning of information, allowing more accurate handling of unstructured and semi-structured content. Once captured, the extracted data is validated before the content is shared with other systems, transforming paper and digital content into actionable data.

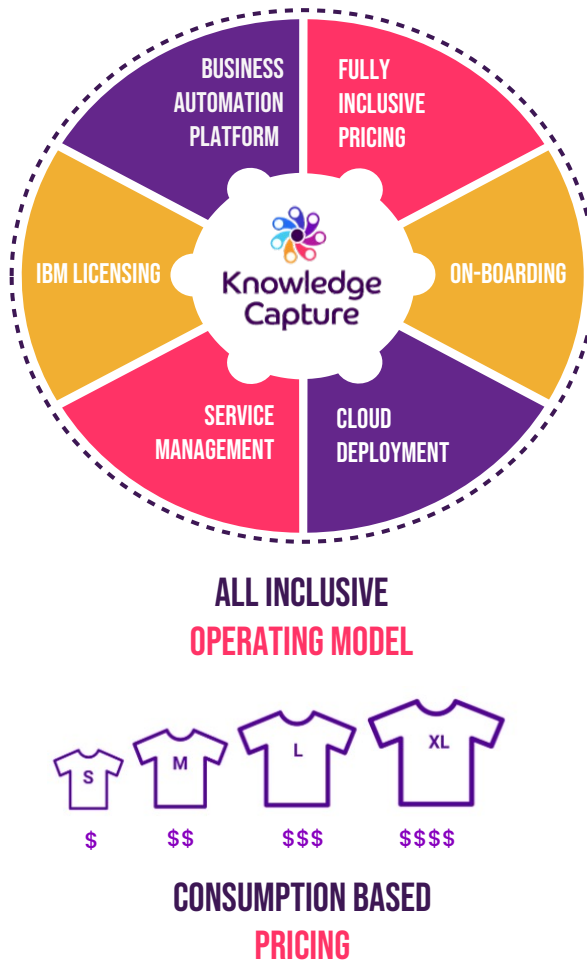
Features of Intelligent Capture solution:

**Advanced document capture** - Supports multichannel input from scanners, multi-function devices, emails, and digital files; such as PDFs from line-of-business applications and mobile devices.

- **Intelligent document classification** - Automatically identifies documents based on classification technologies that combine text and graphical methods to deliver higher accuracy
- **Data Extraction & Validation** - Improves the accuracy of captured information by leveraging built-in recognition, natural language understanding and machine learning

## Knowledge Capture Content-as-a-Service

Knowledge Capture is a consumption-based Content-as-a-Service platform hosted in Microsoft Azure that allows organisations to manage content in a secure, compliant, resilient and scalable cloud platform.



Digital transformation starts with the effective management of unstructured data. Unstructured data represents circa 80-90% of all information within an organisation. Because structured data is easier to work with, organisations have already been able to do a lot with it, the ability to analyse and act on unstructured data presents a huge opportunity for businesses.

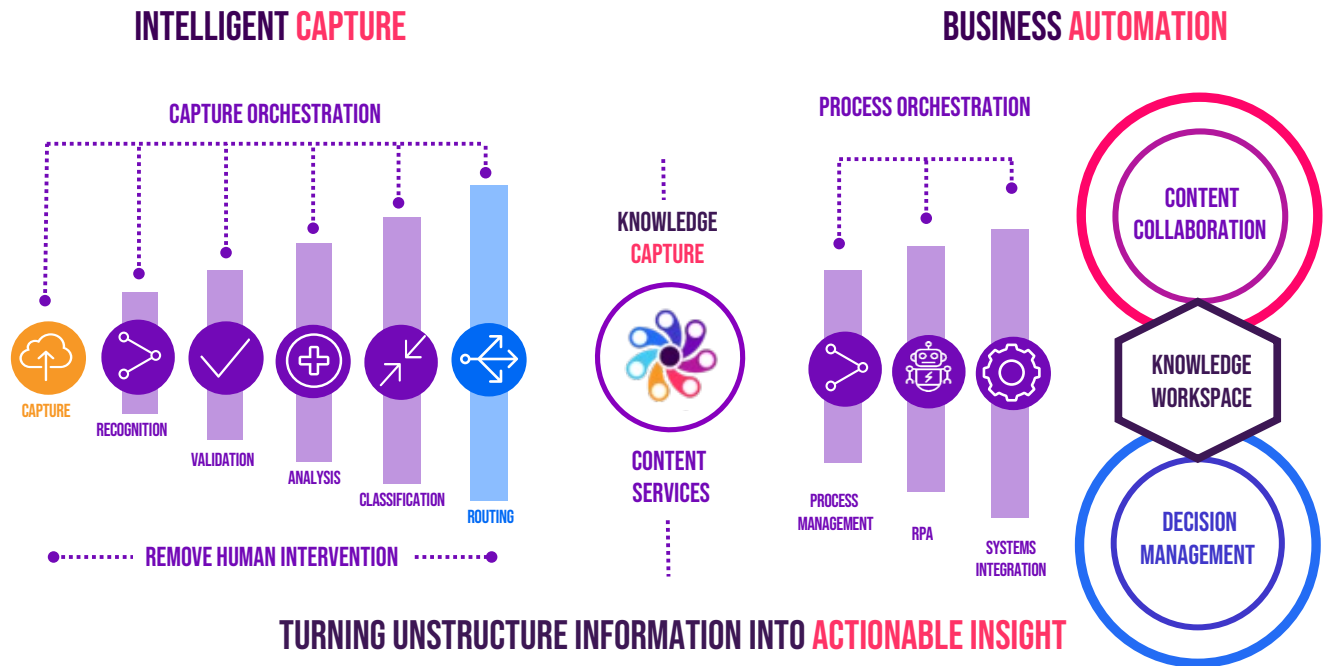
Knowledge Capture by enChoice enables you to take full advantage of the information and knowledge embedded across your organisation.

Knowledge Capture captures, classifies, and automates business content, creating value from information that was previously unstructured and unavailable. Integrated information governance automates the entire information lifecycle from capture through to final destruction, with no intervention from users needed.

Knowledge Capture is a cloud-based enterprise content management system providing:

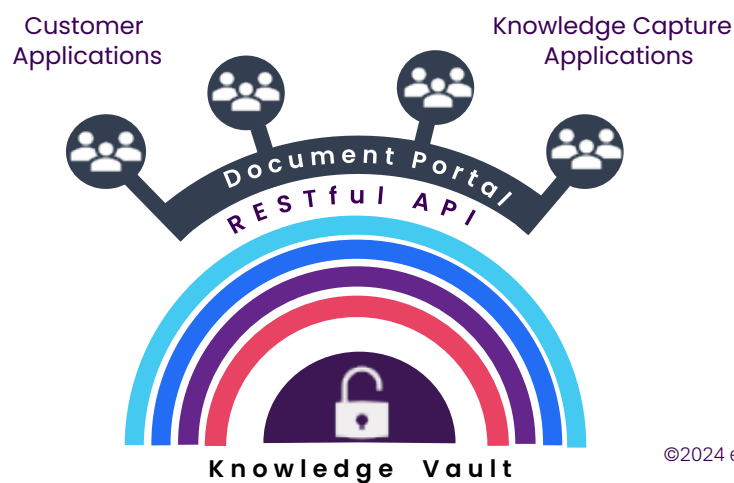
- **Scalability:** Scale to meet changing demands and requirements
- **Enterprise-grade security controls:** Industry-leading security and compliance practices with roles and capabilities that control what functionality is available to users and groups
- **Regulatory compliance:** Integrated records management capabilities to protect valuable business content at every stage of its life. With governance-centric functionality to ensure content is maintained or destroyed in an auditable and compliant way
- **Commercial flexibility:** Paying for what you use, as you use it. Enabling you to manage the costs as a simple, predictable operating expense, not a time-consuming, capital expense exercise
- **Automation and classification:** Automatically classifying, categorising and storing newly added information as part of a governance-based enterprise content management process
- **User-centricity:** Delivering a customised and personalised user experience with embedded mobility and consistency across devices
- **Powerful search and discovery:** Quickly find the exact document you're looking for, whether there are thousands of files or hundreds of millions of files in your content management system
- **Automatic refresh:** Inclusive product upgrades ensure you receive the latest releases as part of the service

Knowledge Capture combines the ability to manage processes, documents, and data in one system, so information flows seamlessly throughout your organisation; minimising process delays, data silos and disconnected documents and automating repetitive tasks while equipping workers to make better decisions.



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Knowledge Capture uses a REST API to allow integration. The REST Service uses CRUD (create, retrieve, update, delete) operations on document objects.



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The following are example endpoints that are used to content-enable line-of-business applications:

- **Upload Document** - Add a document and associated metadata to the repository
- **Search Documents** - Search the repository for documents
- **Retrieve Document** - Retrieve a document using its' unique id from the repository
- **Update Document** - Update a document & associated metadata
- **Delete Document** - This is used to delete a document from the repository

## Business Process Automation

Knowledge Capture Business Automation Platform brings together information, processes, and users, enabling you to orchestrate and coordinate complex business processes involving multiple systems, applications, and stakeholders. Business processes are streamlined with rules-based logic to boost productivity, enhance team collaboration, and provide valuable insights to improve business outcomes.

Integrated content management capabilities improve document-centric processes and ensure regulatory compliance. Inherent capabilities include the capture, storage, retrieval, and secure sharing of documents and content within business processes.

End-to-end automation ensures seamless coordination and execution, minimising errors and enabling teams to prioritise high-value tasks. Intelligent use of rules and logic allows for time-saving task automation, empowering teams to work more efficiently.

enChoice works with business owners and technical staff to identify automation opportunities in business processes and business functionality. We specialise in evaluating and automating processes that might be hindering your progress. Our analyst teams assist with process modelling activities, mapping your current state and identifying areas for improvement.

Our consultants are experienced in providing input to your business case or developing and delivering one on your behalf, producing business change material suitable for senior management and decision-makers.

Our business consultants are skilled in operational design to support and deliver analysis of your business and its processes. enChoice has a methodology and templates that accelerate this activity.



## Digital Transformation Services

Businesses across the globe have entered an era of compressed transformation, marked by expansive and concurrent change. enChoice's strategy and advisory practices help businesses harness technology and innovation to shape their business model visions, execute their digital transformation journeys, and reinvent their operating models to create sustainable value from their technology investments.

enChoice, an award-winning IBM Platinum Business Partner, has 30 years' experience delivering end-to-end content and business automation consulting and technical services. Our digital transformation services team is among the most experienced in the industry, with several hundred deployments and 200+ certifications. Our highly skilled team possesses the strategic and hands-on experience needed to ensure you receive the maximum value from your business automation investment at the lowest total cost of ownership.

Service offerings include:

- **Assessment Services** Take the pain out of developing a cost-benefit analysis and ROI assessment. We'll analyse your business needs and provide you with a roadmap for success
- **Installation & Deployment Services** Our business automation experience ensures you get the most out of your investments while maintaining a low total cost of ownership
- **Migration & Upgrade Services** Our extensive expertise and proprietary tools make migrations, consolidations, and upgrades as fast and easy as possible
- **Training/Education Services** Leverage the unmatched knowledge and experience of our team and learn how to get the most out of your systems

Our industry-aligned consultants and technical experts leverage technical experience and deep knowledge of best-in-class information management solutions to provide the leading content management delivery services.

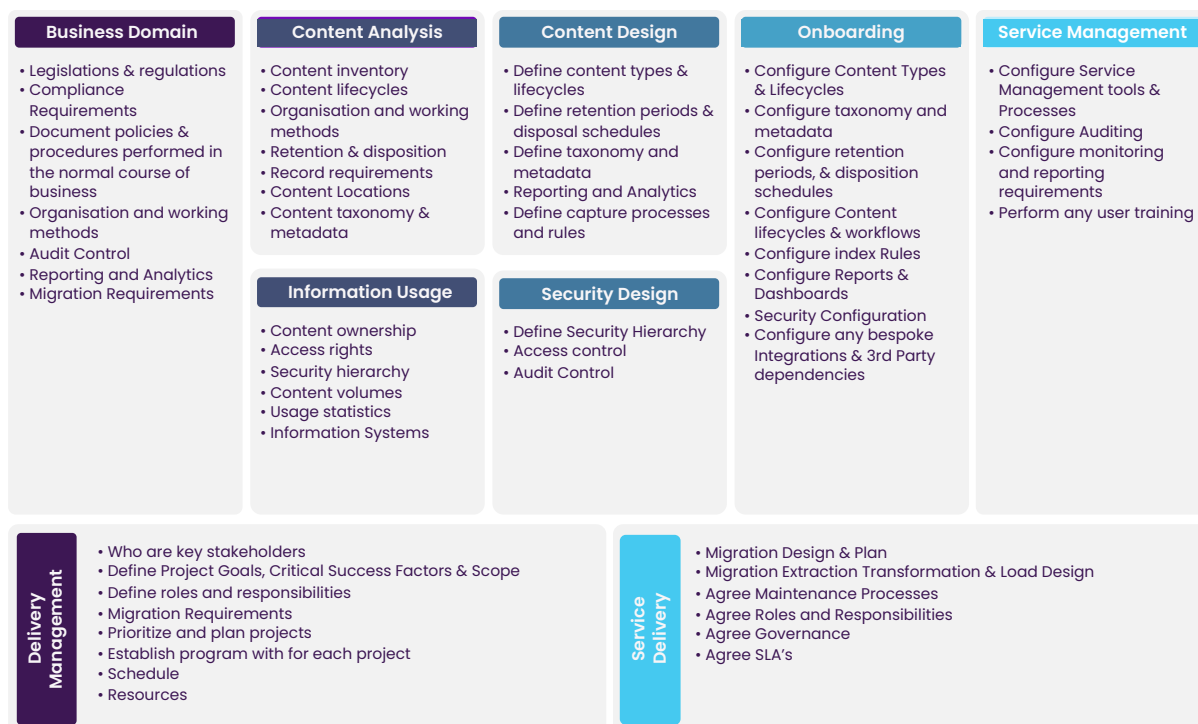
You'll work directly with our dedicated implementation team from the initial discovery phase through to final deployment sign-off.

Our Service Management teams provide you with operational-level care of your solution augmenting your teams with system administration, solution monitoring, upgrade assurance and ongoing configuration optimisation.

# Implementation Approach

The enChoice implementation methodology defines the key activities and questions that need to be understood to deliver an end-to-end business automation platform.

From initial discovery through to operationalising the service management into the business operating model the enChoice implementation model provides a blueprint for successful delivery.



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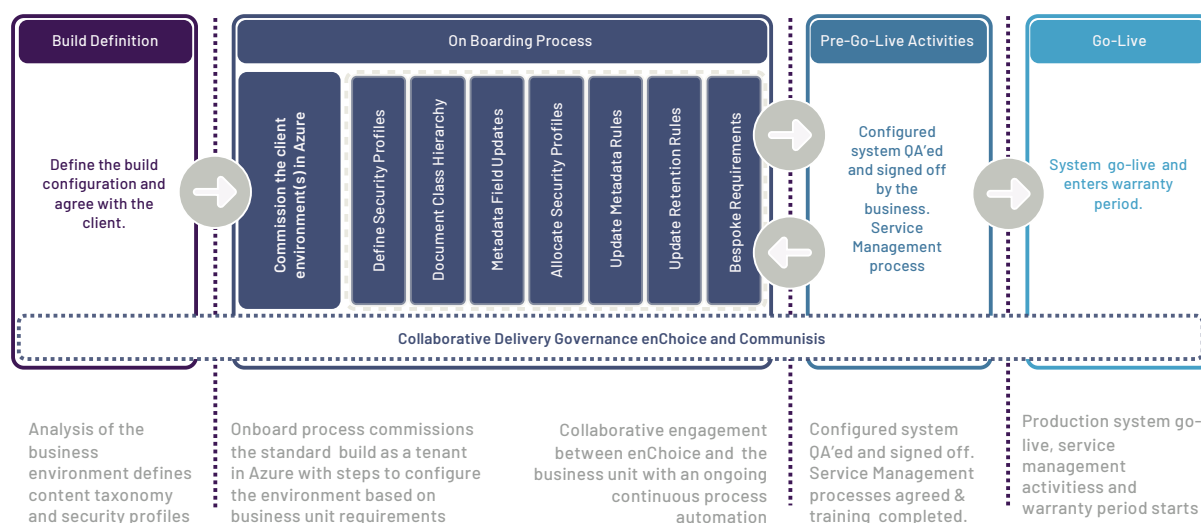
The enChoice methodology is based on our learnings in implementing these systems over many years. The methodology covers the Discovery, Analysis, Build and Go-live activities. There is an emphasis on strong Governance and Change Management, these are critical factors in the successful delivery and adoption of the new platform.

Our approach to risk management is to work closely with stakeholders from all parts of the organisation. With an open collaborative approach to managing the scope, objectives, environmental and business challenges, and expectations.

# On-boarding

A standardised onboarding process with ‘out-of-the-box’ configuration templates is used to simplify the onboarding of businesses and new business units. The templates allow the configuration of the standard system based on agreed parameters. The functional scope of the templates and range of configurability will be agreed upon as part of the definition process.

Bespoke customer requirements that fit outside the standard template will be priced using the agreed rate card. The templates evolve as more business units are onboarded and better understanding of the business operating model and standardised needs are better understood.



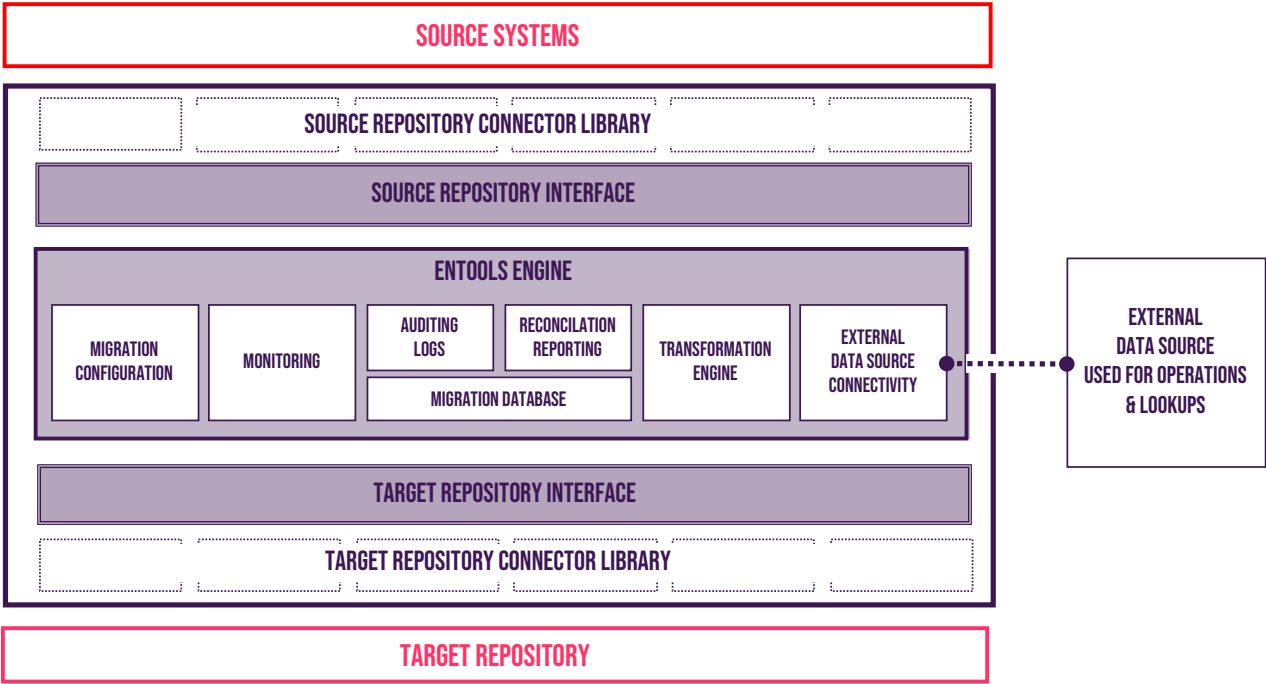
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# Content and Process Migration

A key requirement of the project will be the migration of existing content and processes from the source systems to the target solution. Our migration design process reviews the content inventory and technologies, recommending the most appropriate migration control strategy to transfer content between source and destination repositories.

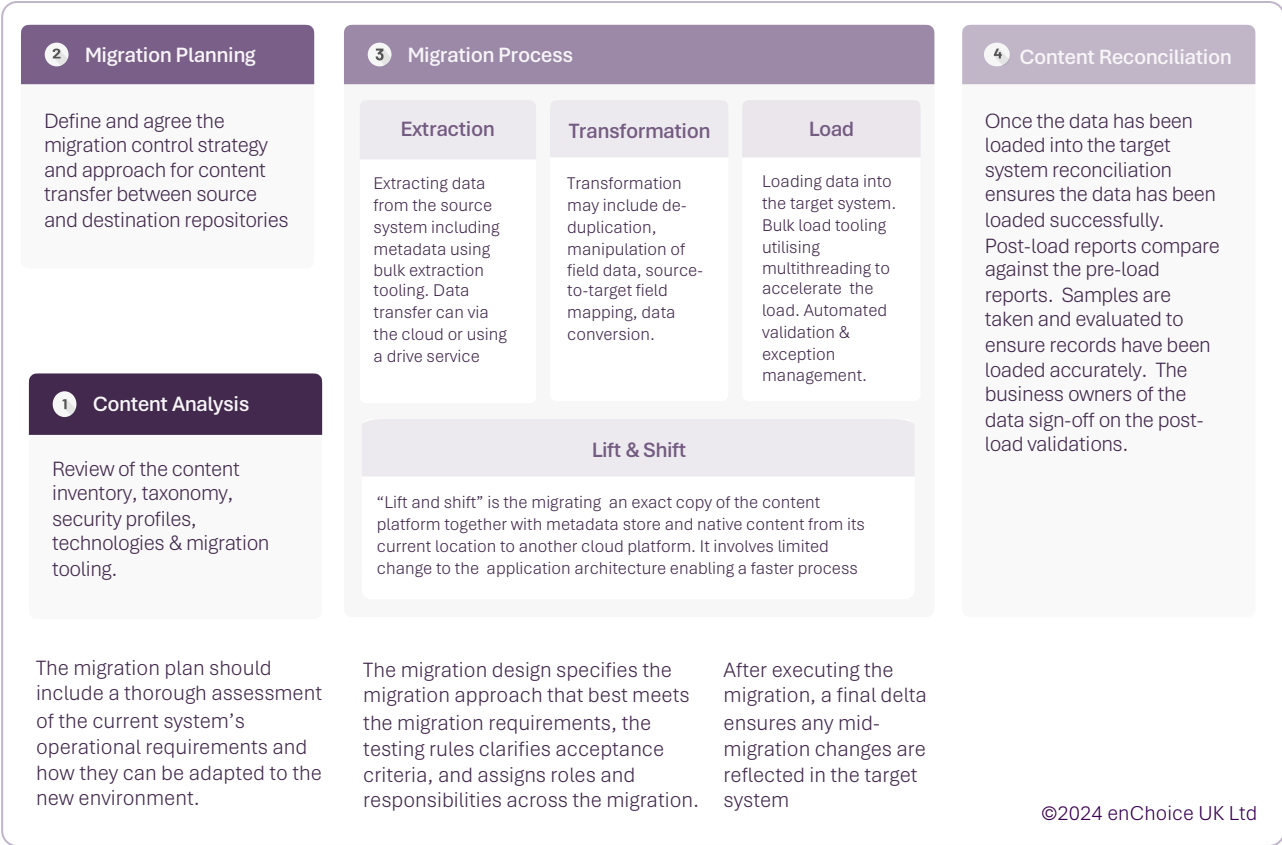
enChoice provides end-to-end solutions to make migration as easy as possible. Leveraging a multi-step approach supported by a migration toolset covering ‘lift and shift’ and extraction, transformation and ingestion.

System reconciliation and post-load reports use pre and post-load metrics to ensure all metadata and content has been loaded accurately.



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The enChoice content migration process is built on 20+ years of experience transitioning clients between content management platforms and is supported by bespoke bulk migration toolsets.



## Information Governance

Information Governance (IG) is the framework for handling information in a secure and confidential manner that allows organisations and individuals to manage sensitive information legally, securely, efficiently and effectively in order to deliver the best possible outcomes.

Information has unique characteristics that can render it an asset or a liability – depending on how it's governed and managed, the ubiquity and accessibility of cloud-based information magnifies those effects.

Information governance-based content management enforces organisations to manage content across the information lifecycle to ensure the authenticity, reliability, and integrity of documents and records, delivering content to authorised users only. This approach results in secure managed access, ensuring that the sharing and use of content is within established governance rules and processes.

The enChoice Information Governance Implementation Model (IGIM) assesses IG with respect to key areas. The IGIM offers a functional approach to IG, exploring eight key areas necessary for implementing a successful IG program:

- Steering Committee
- Authorities
- Support
- Procedural framework
- Capabilities
- Information lifecycle
- Architecture
- Infrastructure

enChoice has developed a specialised assessment, driven by industry best practices, to serve as a point-in-time measure of an organisation's Information Governance maturity. enChoice's Information Governance Maturity Assessment (IGMA) uses an industry-standard benchmarking model and can serve as the basis for subsequent strategy development in implementing a long-term Information Governance roadmap.

enChoice's IGMA delivers a holistic, standards-based assessment of an organisation's Information Governance (IG) maturity to use as a benchmark to develop or fine-tune your IG strategy.

## Managed services

Managed Services provides a Single Point of Contact (SPOC) for all issues, with service delivery by experienced, certified, and highly skilled systems engineers. For over 30 years enChoice's dedicated systems engineers have supported, remotely administered, and monitored industry-leading enterprise content management and business automation systems to a customer base with over 800 sites worldwide. Our experience enables us to rapidly identify and resolve issues before they become problems that impact your business.

The benefits of enChoice Managed Services for Content Services, include:

- **Reduced costs** – Our experts manage your system for a fraction of what it costs for experienced full-time staff
- **Improved productivity** – Support and administration is completely managed by enChoice so your IT team is free to focus on other priorities
- **Maximised uptime** – Routine manual monitoring minimises downtime and enables issues to be identified and resolved before they impact users
- **Expedited issue resolution** – A single point of contact (SPOC) is provided for all system components to ensure issues are resolved as quickly and efficiently as possible.

### Managed Service Features

- 24x7x365 1-hour response
- Single point of contact for everything
- Primary and secondary support engineer
- Technically qualified staff
- High customer satisfaction rating
- Patch Management
- IBM support ticket management (PMR)
- Resolution times tracked & managed to contracted targets
- Improved solution availability
- Provides agile response to evolving business needs
- Enables internal resources to focus on new applications and solutions
- Mitigates risk of resource loss

## Remote management

Real-time monitoring and reporting are designed to complement existing enterprise monitoring toolsets and provide application-aware monitoring and reporting that is exclusively created for content management and business automation platforms.

enChoice's real time monitoring offers greater 'out-of-the-box' insight into your system and user experience with granular metrics for real-time management decisions. With 24x7x365 monitoring, you'll have consistent visibility into performance and the details you need to better manage the system while improving your understanding of system behaviour for your Content Services platform.

enChoice Remote Management includes:

- 24x7 Real-time Monitoring
- Daily Health Checks
- Reporting
- Email Alerts, Log File Notifications/Errors, Daily/Weekly Metrics and Resource Tracking
- User Access Reporting
- Advanced Analytics Analysis

## Upgrade Assurance

With accelerated software release schedules, it has become more difficult to plan and budget to maintain core business automation software. Staying within the published support policy may be required to open support incidents and receive applicable patches, fix-packs and updates.

In addition, many regulated industries require ongoing support and fix-packs to address the exponentially increasing volume of security vulnerabilities. Upgrading software can be expensive and potentially invasive to on-going business operations.

enChoice Managed Services provides an affordable set of offerings to address these challenges. Our objective is to create a predictable annual cost of ownership for your current perpetual or subscription-based software license environment, just as you would expect to receive from an equivalent Cloud-based SaaS offering – without undertaking a complicated and expensive migration to a Cloud-SaaS platform.

Our configurable Predictable Cost of Ownership offering includes the following:

- Mission-Critical Support
- Patch Management



- Incident and PMR Management
- Application Administration
- Performance and System Health Monitoring
- Support Policy Compliance Upgrades

Contact enChoice.

For more information about this or any of our G-Cloud services, please contact our Public Sector Team.

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