

G-Cloud15

Access Mosaic

Service Definition

Contents

1	Service Overview.....	3
2	Onboarding.....	9
3	Additional Service Options	11
4	Service & Support Management Details	13
5	Account Management & Customer Success	14
6	Backup and Disaster Recovery.....	15
7	Business Continuity.....	17
8	ISO27001 Accreditation	17
9	Development Life Cycle.....	17
10	Technical Requirements	18
11	Service Constraints.....	18

1 Service Overview

Modern, innovative and fully-integrated, Mosaic has been specifically designed for adults, children's and finance services case management. Mosaic is proven to cost less, and require fewer resources to run, cutting out waste and seamlessly replacing older, complex systems and databases. Mosaic's intuitive user interface helps you navigate the customer journey, quickly, cost-effectively and efficiently. Case workers can see and evidence the progress of any case at any time.

As the only modern configurable case management system to incorporate information on an individual, their immediate family and finances in a single platform, we can provide you with a single view of a person's situation and their environment. We simplify the way you record and monitor pathways, and by aligning your data with healthcare, education and other organisations, we can help you save time, reduce paperwork and minimise risks.

Mosaic for Adult Social Care

We understand that adult social care teams are required to capture and record large amounts of data. Reviewing the prioritisation to meet increasing case-loads is a growing challenge. Legacy case management systems present many challenges for local authorities. There are significant data quality issues and many systems do not support collaborative working internally across services, and externally with partners. Mosaic has been designed to support social workers and associated professional partners. It helps you to focus on the individual and their outcomes. The very flexible nature of Mosaic means that the configuration fully reflects local working practices while meeting all statutory requirements.

Mosaic for Children's Services

Mosaic provides a 'single view' of a child. We help you put practice excellence first and achieve the best possible outcomes for children and their families throughout the early help and social care spectrum of need. Sharing information between Mosaic and Access' Synergy education management solution gives Children's Services a clear and reliable way of managing critical information around the education, safeguarding and care of children and young people.

Community Justice Services for Scotland

We understand the specific social care requirements in Scotland ensuring that Scottish legislation and Criminal Justice functionality is an integral part of Mosaic. We provide you with the Mosaic Scottish Standard Practice Configuration with a set of fully developed workflows and forms to cover the requirements for adults, children's, young people social work and criminal justice legislation.

Below is a summary of the key Mosaic system features.

Reporting

Clear, concise reporting can bring together information from any area of the Mosaic system to pull together relevant information from records and link them directly to outcomes and cost.

Best Practice

Our Customer Led Configuration (CLC) provides an 'out of the box' solution that includes all the standardised workflows and forms you need to meet legislation and all statutory reporting requirements.

Secure

Mosaic uses granular security permissions based upon worker roles, which provides a streamlined and accurate system without creating numerous verification rules or complicated user profiles.

Clear and Transparent

Mosaic's interactive Team and Worker Work Views promote transparent ways of working. Having an overarching view of the whole business allows management teams to plan and assign resource where it is needed, particularly in struggling areas or unallocated cases.

Simple

All case management information is presented in easy to navigate, concise screens for a seamless user experience. Practitioners have clear ownership of their allocated workload at all times allowing them to manage their own performance indicators accordingly.

Group Working

Group working enables practitioners to link family groups within Mosaic so that case notes and relationships update automatically. Users can update multiple records with just one action and also upload group attachments.

Seamless Workflow

By providing seamless workflow from assessments to delivery of care, Mosaic gives you a single view of organisations and providers. This allows your social care teams to actively monitor and review provision against actual outcomes achieved by individual, service user cohorts or contracts.

Portals

The **Access Community Gateway** allows citizens and partner professionals to view and interact with the service user record and streamlines communication between citizens and partners by making them seamless participants in the case management workflow.

This highly accessible portal solution is used to extend engagement to those outside of the Council's network at a time of their choice and using their device of choice, which promotes engagement and supports intuitive use.

Mosaic Provider Portal can be used to revolutionise the way that councils interact with providers, making planned service visible to all parties, making it easy for service providers to submit claims for payment on-line and organising planned service and payments under contracts that are aligned with the real-world contracts with service providers

Mobile Working

Using Mosaic's mobile web interface, practitioners are not restricted to working in an office environment. Unlike other solutions on the market, there is nothing to download, Mosaic's mobile solution will run on any device with a modern browser and is designed for speed and use whilst on the move.

Mosaic offers seamless working for record-taking in any location regardless of available connection. You can 'check out' forms providing the important features of Mosaic for use offline, so you can focus on the needs of the service user in any situation. When you are back in a connected environment, you can simply 'check in' the captured information at the click of a button.

Local Government (LG) Finance

LG Finance is a modern, cloud-based finance platform designed specifically for local authority social care services. Built on our Evo architecture, it provides a fully integrated solution that seamlessly connects with Mosaic case management through a single finance database, eliminating double-entry whilst preserving case management data independence. The platform delivers comprehensive financial control and visibility, allowing finance teams to preview and adjust invoices before generation, manage finance codes dynamically through flexible configuration, and access complete information on planned and delivered services, client charges and contributions all in one unified view. This proactive approach prevents billing errors before they occur, replacing the reactive correction cycles that typically cost councils in overpayments.

The solution automates complex financial processes including contribution calculations based on financial assessments, funding splits and deferred payment agreements, ensuring accuracy and Care Act compliance without manual intervention. Enhanced invoice management capabilities enable individual invoice generation for sensitive situations, manual adjustment invoices with custom explanatory text, and complete control over accounts receivable and payable interfaces.

LG Finance also seamlessly integrates with Access Community Gateway for citizen self-service and operates on the same platform as our Provider Portal, eliminating interface

complexity entirely. With web-based access from any device, the platform modernises finance operations whilst providing the robust functionality that local authorities require for statutory reporting to the Department for Education and external audit compliance.

Access Evo Mosaic

Access Evo is our unique integrated software experience tailored for Local Authorities. Through Access Evo, we are delivering an integrated ecosystem of AI solutions which enable Local Authorities to transform their service delivery model

This fully connected system ensures that your Access solutions work harmoniously, with secure data flowing seamlessly between solutions, enabling faster and smarter decision-making processes.

Key Features:

- **Access Identity:** Utilises the OpenID connect protocol to provide Single Sign-On (SSO) across your Access Evo solutions.
- **Copilot:** An AI assistant that provides instant answers to questions based on an organisation's specific data, suggests actions, and helps generate content (e.g., writing case summaries or drafting emails).
- **Feeds:** One feed for everything - Consolidates tasks and notifications from all Access products into a single, intelligent list that predicts what users need and keeps them informed even when using other products or on mobile.
- **Integrated Platform:** It connects various software products, such as Social Care Case Management, Finance, Education, and Brokerage into a single, unified experience, removing the need to juggle multiple tools.
- **Collaborate:** Our document sharing and project communication tool. Collaborate helps customers put all their documents in one place and enables them to automatically communicate any updates across the organisation.
- **Applause:** Access Applause and its simple and speedy peer-to-peer appreciation features make recognition easy. It encourages the behaviours that align to your mission and values, and rewards people in a way that encourages a cycle of positive momentum. With studies showing that 39% of employees don't feel appreciated at work and 65% wish they had more feedback, investing in employee recognition software is essential for businesses looking to improve their employee engagement and retention, and drive higher productivity.
- **Engage:** Customise your ideal solution, from flexible employee benefits and discounts, reward and recognition technology, internal communications tool or a combination, for the complete employee engagement solution.

Our platform helps you to:

- Deliver a wide range of employee perks and benefits tailored to your company values.
- Personalise, allocate and recognise rewards and achievements
- Foster a vibrant organisation culture through seamless internal social communications.

Our additional options for Mosaic are detailed below.

Interfaces and APIs

The solution is underpinned by an open integration platform that supports an unlimited number of integration options. Standard integration offerings that deliver value to Mosaic customers include but are not limited to:

- NHS Personal Demographics Service
- Discharge to Assess workflow
- Shared Care Records
- Mind of My Own
- Elemental social prescribing

The API packs available with Mosaic are described briefly below and can be used to integrate with other council systems.

- View Person Pack - We offer the ability to integrate with our View Person Pack, which provides several methods to search for a person and retrieve their demographic information including their address and contact details. The other APIs in the pack also allow a user to retrieve the person's organisation and workers relationships.
- Case Note Pack - During the time that a worker has a caseload, there will be a requirement to add and retrieve case notes for a specific person or a group member, this can be achieved using our Case Note Pack APIs.
- Workflow Pack - Once you have your person record using the Person APIs, a user will want to create or retrieve the details of a workflow step. The workflow step provides a method to create a referral remotely, which one of our customers have built public facing portals using the existing APIs and GP referral systems to enable referral forms via the Mosaic workflow
- Workload and Alerts Pack - Our Workload and Alerts Pack provides a method to retrieve a professionals current and historical work items. The pack also grants the user the ability to return all unacknowledged alerts for a specific worker.
- Care Plan Pack - We offer a Care Plan Pack to provide a remote method to retrieve the weekly timetable, care plan and personal budget for a person and a professional.
- Group Pack - Our Group Pack, offers a method to retrieve Groups that are recorded in Mosaic and the professionals associated with them.

Access Connect

Access Connect provides a highly secure and persistent connection to the Access Hosted Platform, allowing for in-house Council reporting teams to connect to Mosaic databases and extract the data they need. This is compliant with Windows Server and Desktop architecture, empowering on-premise data warehouses, reporting solutions and data analytics without the need for supplier intervention.

Access Data Platform

With the wealth and diversity of information and data available across Access products, Access is delivering a state-of-the-art Business Intelligence and Reporting platform. The ever-growing volume of data spread across our solutions, both structured and unstructured requires a sophisticated and scalable proposition. Not only will the platform surface valuable and timely data insights, but will also provide sophisticated predictive analytic models and explore AI capability to enable customers to drive real value and service improvements. Access has a working partnership with Microsoft to re-imagine our analytics capabilities using the power of Microsoft Fabric.

This innovative digital approach integrates data movement, processing, transformation, real-time event routing, and report building, all within a single environment and empowers users to unlock the potential of their data.

Access Messenger

Access Messenger is a secure, two-way communication platform designed for Local Authority or Healthcare organisations to share critical information and updates instantly via text or voice messages with their provider markets. It enables real-time dialogue with individuals or groups, supports document sharing, and ensures every interaction is encrypted and fully auditable for compliance. Accessible via web or mobile, it offers features like push notifications, read receipts, and voice notes to streamline communication and boost efficiency. By fostering transparency and inclusivity, Access Messenger enhances staff engagement, accelerates decision-making, and creates a reliable, responsive environment for care management.

Access NotesCentre

Access NotesCentre is our AI-powered solution designed to dramatically reduce the time practitioners spend on administrative tasks—currently up to 60% of their workday. Using voice dictation, typed, or pasted text, it intelligently organises and summarises unstructured content into professional case notes using predefined templates. Built on a private Large Language Model specifically trained in social care terminology, NotesCentre is tailored to each council's local context and nuances, ensuring secure, ethical AI that inspires confidence.

The solution works seamlessly across smartphones, tablets, and laptops with offline capability, and uniquely integrates directly with Mosaic—automatically populating the correct forms and fields. NotesCentre can also record meetings, identifying speakers and extracting key actions and decisions. It can generate multiple outputs from a single input, such as formal minutes, accessible summaries, or translations into different languages, all while keeping the practitioner in control with preview and editing capabilities before committing content to the system.

Access Academy eLearning

Access Academy is our exclusive eLearning platform designed to help your teams master Mosaic software through comprehensive, expert-led training. Delivered by certified Mosaic specialists, the platform offers high-quality video tutorials, interactive activities, and knowledge checks covering everything from basic navigation to advanced functions. Content is continuously updated to reflect the latest features, ensuring your staff always work with current information. With 24/7 access, teams can learn at their own pace and revisit materials whenever needed.

The platform integrates seamlessly with Mosaic and can be launched directly from within the software's help pages. Administrators benefit from full user management control and detailed reporting to track progress and engagement, while dedicated support from the Access Learning Services team ensures a smooth onboarding experience. Access Academy delivers highly cost-effective training for geographically dispersed teams, eliminating travel expenses and enabling staff to study around their schedules—maximizing your Mosaic investment while improving overall service delivery.

2 Onboarding

Access Implementation Methodology (AIM)

Our consultants follow a 4-phase, 12-step process and we propose a scale of project, management and administration that's appropriate for your specific needs. From evaluation, planning and design, through to implementation of your business solution.

Phase 1, Pre-project planning

Step 1: Needs analysis

After detailed consultation we will clearly define your needs in a proposal document that identifies the benefits you will experience by updating your systems.

Step 2: Solutions demonstration

We will take you through a tailored demonstration of your proposed solution and work with you to agree which elements will be included in the initial project. We listen and take account of all your feedback and will provide a quotation outlining the anticipated cost of your project.

Step 3: Sales handover

Having finalised the project's scope and agreed commercial terms, we prepare a handover document from sales to the project team who will partner you throughout implementation. They will meet with all appropriate members of your team to ensure continuity throughout the process.

Phase 2, Configure & Install

Step 4: Definition

The Access project team will work with you to define the structure and control processes that will guarantee the success of your project. Documents that we provide you at this stage will cover all your project objectives, the full specification and success criteria. This gives total clarity over individual tasks and responsibilities to ensure you're fully informed going forward.

Step 5: Solutions workshops

This step helps your project team become fully immersed in the proposed software. We map business processes to functionality so that you can understand how the solution will look and feel.

Step 6: Confirmation of requirements

Following your feedback from the solutions workshops, we will confirm the detailed actions and solution components necessary to meet the project success criteria we identified earlier.

Phase 3, Training

Step 7: Configuration

The components identified in Step 6 are delivered and a User Acceptance Test (UAT) system is built ready for you to carry out a pilot test. We configure and tune all the variables within the system to match your specific requirements.

Step 8: User Acceptance Test (UAT)

The UAT is conducted in a workshop environment for your staff against an agreed test plan. At the end of this step you will be ready to go live.

Step 9: Education

With a fully designed, installed and tested system now in place, we will train your staff on all relevant areas of the software. We are highly skilled at adapting our training to the learning styles of each of your staff members. We can train all of your staff or, if preferred, we will train your in-house.

Phase 4, Support

Step 10: Go Live

The test system is converted into a live working environment ready for the processing of real-time business transactions. This is managed by a pre-agreed go live check list to ensure all possible circumstances are considered and addressed. We will be on-site to answer your questions and support your users throughout this time, helping them to get maximum clarity and impact from the software as they become increasingly confident.

Step 11: Support handover

We prepare a handover document and deliver it to our ongoing support team. This document contains all the information our support consultants need to answer any future queries you may have.

Step 12: Post project review

Your experience is extremely important to us. Shortly after you go live we will request feedback on your experience of the implementation process to help us further refine our delivery processes. We then agree sign-off for the project.

3 Additional Service Options

In addition to the services included within the standard onboarding, the table below highlights the additional value added services that our consulting teams can provide. Please take some time to review these.

Familiarisation Suite - Mosaic Overview	Training designed for new and existing Mosaic Users.
Familiarisation Suite - Systems Administration	The system administration training is designed to provide a comprehensive overview of the system administrator functions available in both Mosaic and the Admin Tool.
Familiarisation Suite - Workflow Configuration and Template Manager	Training on both workflow configuration within Mosaic and Form Creation. A 2 day course.
Familiarisation Suite - Finance Overview	The finance familiarisation training course is designed to provide a comprehensive overview of the finance functionality available in both Mosaic and the Admin Tool.
Familiarisation Suite - Reports Overview	The Introduction to Reporting from Mosaic training session is designed to provide a comprehensive overview of

	functionality provided within Mosaic to meet operational and statutory reporting requirements of the organisation.
Additional Support Suite - User Acceptance Testing Training	The course is designed to be delivered to a core number of UAT (user acceptance testing) personnel. Once individuals responsible for leading the testing have been identified, this workshop will give all those involved an opportunity to explore testing approaches and Access will share with you some lessons learned from other implementations.
Additional Support Suite - Train the Trainer	This course is designed to support existing trainers or those who have volunteered to deliver training to support your social care teams. This course is a great way for you to induct new trainers into your local authority during periods of growth, restructures or changes to roles and responsibilities. The Train the Trainer training course is designed to provide a comprehensive overview of the training skills required to plan, design, develop, measure and evaluate learning interventions.
Additional Support Suite - Go Live Guidance	The course is an interactive Workshop Facilitated by Access and candidates are expected to move around the room and engage with activities in an interactive way, lead discussions, participate in breakout sessions and take away actions.
Children's Services Health Check	Including Early Help, Social Care and MASH.
Adult Services Health Check	Including Social Care, Occupational Therapy and MASH.
Finance Services Health Check	Meeting key finance project team, stakeholders and end-users reviewing the configuration from finance reports, providing recommendations.
Data Services Consultancy	Ad hoc Data Services requests.
FlexPoints	Access FlexPoints are a cost-effective, flexible way to easily access and consume value added services including customisation, training, integration, analytics or reporting, as your business needs evolve. Access FlexPoints provide a simple way to create an allocation of points that you can call on at any time to spend on Access services. Having a banked allocation of FlexPoints provides the reassurance that as your business needs evolve you can use them to extend and modify your use of the technology.

4 Service & Support Management Details

Providing you and your users with a high level of incident support is of prime importance to us. As well as being able to answer your queries, our support staff will also be able to inform you about the latest software releases, and provide hints and tips to ensure you are getting the most out of your product. To emphasise the importance of support to Access we have over 500 employees in the UK in our Support and Customer Success functions.

Support Commitment

We recognise that the systems, software and services we supply may be critical to the well-being of your business. Our aim is to ensure that you have continuous operational capability from our products. We will help you to achieve this by providing efficient support, resolving the majority of tickets at first-line contact.

We will help you maximise your return on investment by providing the best in technical assistance, advice and customer care. We own your support queries and will ensure that they are resolved as promptly and efficiently as possible.

We provide 3 main support plans as detailed below.

The Standard Plan

As a Standard Plan customer you benefit from faster response times and can access our support teams via telephone and live chat, as well as through our Customer Success portal. To help your team be more productive, you are provided with continued access to our e-learning content as well as a programme of Success webinars, designed to keep you up to date with new features and share best-practice advice and guidance.

The Premier Plan

Our Premier Plan enables your team to achieve more and improve productivity through an ongoing relationship with your own designated Customer Success Manager. Your Customer Success Manager will get to understand how you're using the technology and will advise you on how to get more from it.

The Premier+ Plan

Our Premier+ Plan provides the highest level of dedicated support to maximise your technology investment. Building on the Premier Plan benefits, you receive more frequent consultations with your designated Customer Success Manager and also benefit from a Lead Technical Support Engineer who prioritises your complex and business-critical issues, ensuring rapid resolution when it matters most.

Full details of our Customer Success Plans can be found here [Access Customer Success Plans](#).

Get to know our knowledge base

Knowledge Base is our huge database of commonly asked questions, articles and videos. All you need to do is Register and Login and you can find the answers you need any time of the day.

The advanced search function not only searches articles from Knowledge Base, but links up with our Community hub to display the topics that you need. So you've got everything you need all in one place.

Can't find the article to answer your question? Not a problem. Each article links to our Community so you can ask a question, or to raise a case with the Access team.

Got a question? Ask our Community

Community connects our customers together to help them solve problems and share how to get the very best out of their Access products.

Our customers know more about using our products in their jobs than anyone else. Community gives you the chance to receive – and share – friendly expert advice that goes beyond normal customer support. Discover best practice hints and tips from peers in your industry to help you make the most of your experience with your Access product.

Each of our products has its own dedicated Community, so you can get straight to the discussions that matter to you. No unnecessary searching needed.

If a question can't be answered by Community a member of the Access team will reply. We'll make sure that no query goes unanswered.

5 Account Management & Customer Success

With over 160,000 customers using products supplied by the Access Group we have a large team involved with ensuring that our customers are able to build on their investment with Access.

This includes the Customer Success team who are specialists in specific products whose role is to ensure that our customers on Standard and Premier Success plans benefit from educational webinars to ensure that you are always taking advantage of new functionality and most importantly continuing to adopt best practice in the day to day use and set up of the software.

Our Account Management team work with our customers specialising in vertical sectors or specific products. Depending on the complexity of the customer these are either office based using the latest technology to provide our customers with the highest possible levels of service or will visit sites for face to face meetings.

Our Account managers work with you keeping our customers informed on the way emerging technologies can help their business. They prepare briefings on the business,

technical and financial benefits of technology and collaborate with customers to ensure the customer is aware of the breadth of software and support that Access can provide.

6 Backup and Disaster Recovery

The solution has been designed to cater for disasters ranging from a database restore through to a complete datacentre outage.

Backups are stored within a multi tenancy data vault and are encrypted at rest. The design of the architecture means that all data is simultaneously available in both the primary datacentre and the secondary datacentre meaning data is always backed up to another geographically diverse site.

All Servers are backed up on a daily basis at 10pm. These backups go directly to storage in the DR Datacentre to ensure off-site availability.

All systems hosted within DC2 are backed up as standard with the following retention policies:

- SQL Servers
 - Full backups every Saturday retained for 3 months except last Saturday of the month which is retained for 6 months **
 - Differential every night (excluding Fri & Sat) retained for 1 month
 - Logs every 15 minutes retained for 1 month.
 - **Pay data full backups retained for 5 years
- Non-SQL Servers
 - All non-SQL servers have a standard retention of 30 days

All backup data is replicated between Data Centres to ensure data is available in the event of the loss of a site.

Note: For SQL server backups only the database backed up, anything stored outside of this on these servers is exempt and cannot be restored.

Retention for backups:-

15-min SQL	28 days
Daily	28 days
Weekly	3 months

Backups will be deleted upon client request following termination of contract, otherwise they will be aged out via retention policies.

The solution has been designed to deliver Recovery Point Objective (RPO) and Recovery Time Objective (RTO) using the following definitions:

- RPO is the maximum time period in which data might be lost.

- RTO is the duration of working time within which data should be restored after a disaster. This time starts from when a support call is logged with Access.

Ransomware/Malware

In the event of a server or service being infected then a system will need to be restored from a backup taken prior to the infection taking place (if available), in this event RPO & RTO times are not applicable.

Standard Restore Testing

We undertake restores automatically on a weekly basis via an automated process to a separate server to ensure that the backup is consistent and valid on restore.

DR Testing

We run a full DR test on a 6 monthly basis, this is a non-invasive test where we bring the DR site up in an isolated fashion to ensure the services recover (Zerto allows us to do this without bringing the production environments down).

As standard all systems will be configured with Bronze DR, in the event of a disaster the system will be recovered within a secondary Data Centre from backup with the following RPO and RTO SLA's. No DR testing is included within this option:

- SQL Server
 - 15 minute RPO
 - 12 Hour RTO
- Non-SQL Server
 - 24 Hour RPO
 - 12 Hour RTO

SQL Server

SQL Server Full Database backups are taken overnight as well as having SQL transaction logs taken at 15 minute intervals. This allows a database to be restored to an overnight position or to be restored to a chosen point in time within the day.

Frequently a database is restored following a user accidentally changing lots of data so the RPO does not always apply as the user may have changed the data several days ago, however the solution has been designed with a maximum RPO of 12 hours and a RTO of 6 hours.

Single Virtual Machine Failure – IIS or RDS Server

In the unlikely event of a single virtual machine (VM) failing (e.g. the IIS VM ceases to respond but the other VMs are still functioning correctly) then a new instance of the VM will be started. This new instance will be an exact copy of the VM from when it stopped responding. The solution has been designed so that the files on an IIS and RDS server are fairly static with an RPO of 12 hours and a RTO of 6 Hours.

Single Virtual Machine Failure – SQL Server

In the unlikely event of the SQL Server virtual machine (VM) failing then a new instance of the VM will be started. This new instance will be an exact copy of the VM from when it stopped responding. The solution has been designed with an RPO of 12 hours and a RTO of 6 Hours.

Complete Primary Datacentre Outage

In the unlikely event that the primary datacentre goes completely dark where all VMs are lost or there is no internet connectivity an investigation period will be undertaken for 2 hours to determine the cause and decide if a datacentre promotion is required to make the secondary datacentre the primary one. Once this decision has been made the solution has been designed with an RPO of 12 hours and a RTO of 12 Hours 'Optional' Customer Copies of Backups.

7 Business Continuity

The Access Group's full and most up to date business continuity plan can be requested by emailing buyer.enablement@theaccessgroup.com

8 ISO27001 Accreditation

The Access Group holds ISO27001:2022 accreditation across the entire organisation. This independently verified certification demonstrates our commitment to protecting your data. Maintaining this accreditation requires us to demonstrate effective security controls, regular staff training, and documented processes that are tested through independent annual audits.

9 Development Life Cycle

Access Mosaic has a detailed roadmap of improvements driven by customers, statutory requirements and our own roadmap.

We take a partnership approach to developing and refining our product roadmap and delivering on the promises we make. This includes individual meetings with our customers, customer request forums and active participation in user groups.

The developments set out in the roadmap are the direct results of this partnership approach and reflect individual specifications refined through this rigorous process. UI/UX prototyping tools form a critical part of this process, allowing wireframes and example user journeys to be demonstrated to our customers at an early stage, gaining valuable feedback before development begins.

This allows us to ensure that what we develop meets the wider needs of our customer base and provides users with the opportunity to help shape the end product.

10 Technical Requirements

Mosaic runs on any computer or iOS / Android mobile device with a browser and Internet connectivity.

Web Browsers

- Microsoft Edge
- Chrome
- Safari

Owing to the way most browsers now auto-update, our testing can only practicably focus on the most recent version of the browser publicly available at the time of testing a development item. As part of our regression and release procedures, wider application testing is performed to ensure continued compliance.

11 Service Constraints

Maintenance windows are minimal with the service so that we use all reasonable efforts to ensure that the Services are available for 99.8% of each calendar month.

Maintenance management: Downtime due to maintenance is very infrequent and is run outside of normal working hours with all customers being informed in advance to minimise disruption.

Planned maintenance: We will advise customers 5 working days in advance of a 'normal' change.