

NDL | Evolve



G-Cloud 15
Service definition



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About **NDL**

NDL has over 45 years' experience in supporting the UK public sector to improve services. Our focus is simple: modernise processes and expand capabilities while making the most of what's already in place.

By connecting systems, automating routine tasks and digitising front-end services, we help organisations work more efficiently and deliver a smoother experience for staff and the public.

Backed by real project experience and guided by our customer community, we continue to invest in what works — bringing innovation, stability and trusted support as an independent UK SME dedicated to solving real public sector challenges. We're proudly carbon neutral, driving environmental sustainability and promoting equal opportunities.



NDL | Evolve

Evolve is our all-in-one digital transformation platform, built to help public sector organisations modernise the way they work. By bringing together mobile apps, eForms, workflows, robotic process automation (RPA), APIs and web services into a single, integrated platform, Evolve gives teams in healthcare, local government, housing, policing, and higher education the tools they need to build smarter digital services — without having to replace the systems they already rely on.

With Evolve, organisations can work more efficiently, reduce administrative overhead, and deliver better experiences for both staff and the public. It makes it easy to digitise front-line processes, automate repetitive tasks, connect disparate systems, and create end-to-end workflows. This combination helps organisations save time and resources while maintaining security, compliance, and data integrity. It also allows you to use new technologies like AI, unlocking a world of new possibilities without reinventing the wheel.

Evolve isn't just a one-time fix. It's a toolbox used to overcome a huge breadth of public sector challenges. It delivers project after project, and the more you use it, the faster the process gets. You can use replicable elements of one project in the next, taking work from one specific build and applying it to scale up your transformation efforts overall. Organisations in the NDL Community are constantly sharing projects – from patient meal ordering and clinical photography, to end-to-end referrals and “tell us once” systems – and many, many more.



Capabilities

- **Digitise processes:** Collect, validate, and manage data efficiently across mobile devices and web forms.
- **Automate tasks:** Remove repetitive manual work and reduce errors, freeing staff to focus on higher-value work.
- **Connect systems:** Simplify integration between disparate software, APIs, and web services, so you can make the most of your data.
- **Orchestrate workflows:** Create end-to-end processes that span multiple systems, apps, and teams.
- **Maintain security and compliance:** Ensure data integrity, auditability, and robust access control across all digital processes.

Evolve achieves these capabilities through four core modules: **Digitise, Automate, Connect, and Flow**. Each module features a studio environment that gives your team full control over creation, from no-code drag-and-drop working to advanced development. These modules work together seamlessly to create end-to-end processes at scale – designed for rapid, secure, and scalable digital transformation in public sector spaces.



Digitise

The Digitise module puts front-end digitisation directly into the hands of your organisation. With mobile apps and responsive web forms, Digitise allows staff to capture, view, and share data securely, online or offline, removing the need for paper-based processes. By improving data accuracy, streamlining workflows, and enhancing user experiences, Digitise supports better outcomes for both staff and service users.

- Create mobile apps and web eForms for online or offline use
- Capture and validate rich data with enhanced accuracy
- Streamline front-line processes and reduce administrative overhead
- Secure and auditable, with granular access and encryption



Automate

The Automate module delivers Robotic Process Automation to streamline repetitive tasks and data processing. Automate Bots emulate manual operations — like keystrokes and clicks — to complete tasks like data rekeying, synchronisation or migration across systems. It increases speed, reduces errors, and frees up time for the work that really matters.

- Automate repetitive tasks to improve efficiency and accuracy

- Integrate disparate systems, including legacy applications, where APIs aren't available
- Synchronise data across multiple platforms
- Scale automations to meet demand, 24/7



Connect

The Connect module simplifies API and web service integration, letting you access external data and services without writing code. Connect translates complex web services into easy-to-use Connectors, enabling secure data sharing, integration with workflows, and access to AI or cognitive services.

- Create API integrations without code
- Access public sector and cloud-based data services
- Integrate AI and cognitive capabilities into processes
- Convert and transform data between formats, web services, and databases
- Secure authentication and granular access control for all Connectors



Flow

The Flow module lets you design, run, and manage workflows visually. Using data from apps, eForms, APIs, and RPA, Flow pulls the entire platform together to orchestrate complex processes end-to-end, ensuring information moves accurately and efficiently between systems, teams, and users.

- Design end-to-end workflows that span systems and teams
- Visualise processes and optimise steps with no-code Storyboards
- Access and process data from multiple sources
- Trigger workflows via apps, eForms, APIs, or RPA bots
- Flexible, secure, and scalable for hybrid or cloud deployments



Components

Evolve Engine

Consisting of a central server and management interface, the Evolve Engine unifies Automate, Digitise, Connect, and Flow – facilitating transaction processing, security, and auditing between them all.

Built on modern, community-proven technology, the Evolve Engine utilises NDL's unique and industry-leading Server <-> Agent architecture to support the distributed processing of data across your estate. This allows it to interact with a wide range of environments and services, regardless of their physical or virtual location.

Digitise

Including a full WYSIWYG design environment, Digitise allows you to build eForms and apps with complete control over their look and feel, ensuring consistent themes across all your published digitisations. During the design phase, creators can preview work on different devices and resolutions at any time – ensuring solutions look great, even when resized to fit various resolutions of mobile and desktop devices.

Automate

A powerful, multi-part, low-code design environment for building Automations. Automate allows you to analyse your target applications, identify the areas you want to automate, and then build simple or complex



processes utilising advanced techniques where required.

Connect

An intuitive, no-code design environment for creating your web service integrations. Use simple wizards and drag-and-drop technology to build 'Connectors', all rendered in real-time in Connect's 'request-to-response' diagrammatic view. Once defined, users simply interact with these as they would any other data source in their project. Suddenly, Web Services look and perform the same way a database does.

Flow

An intuitive no-code design environment for creating your workflows. With the Flow, drag-and-drop technology is used to build process 'Storyboards' visually, graphically describing your process from start to finish.





Minimum requirements

Our software is compatible with a wide range of machines, systems, and servers – we've included the minimum requirements of the NDL Digitise product below. For more information, please contact our support helpdesk.

Evolve Engine

The core Evolve Engine can run on Windows, Linux, or be deployed natively within common cloud providers.

Data can be stored in SQL Server, MySQL, PostgreSQL, or other common database providers.

SQL Server

Evolve and Digitise use Microsoft SQL technology and can use a shared or dedicated instance. This must be accessible from the location at which the Evolve Engine is installed.

Requires the latest major version of Microsoft SQL Server, or one of the two prior major versions.

Mobile Clients

Runs in the iOS and Android mobile platforms, or the Microsoft Windows desktop environment.

For mobile: *Requires the latest major version of Android and iOS, or one of the two prior major versions.*

For desktop: *Requires the latest major version of Microsoft Windows, or the prior major version.*

Bots

Runs in the Microsoft Windows server or desktop environments.



For servers, requires the latest major version of Microsoft Windows Server, or one of the two prior major versions.

For desktops, requires the latest major version of Microsoft Windows, or the prior major version.

Studios

Run in the Microsoft Windows desktop environment.

Requires the latest major version of Microsoft Windows, or the prior major version.

Hosting

Evolve can be hosted on-premises or in the cloud, depending on your organisation's requirements, or it can be deployed via third-party cloud providers, such as Microsoft Azure or AWS. The costs associated with hosting will depend on specific requirements, so get in touch for further information.

You own all of the data used within your own instance of Evolve, so you can store and export it however you'd like – perfect for auditing, Power BI reports, dashboards and more. At the end of your contract, all data can be fully exported – you're never locked in.





Upgrades

Regular updates and upgrades to the Evolve Platform are made available through the NDL website. These includes patches (providing small tweaks and security updates) along with minor and major releases which may introduce new functionality.

Need some support with installation and upgrades? We know implementing updated software in the public sector isn't always easy – but we're here to support your organisation in any way that we can. From installation and administration training to boost your in-house skillsets, or full installation services from our technology experts, contact support@ndl.co.uk for assistance.



Getting started

Evolve is a powerful platform, but getting started couldn't be easier. You'll be assigned your very own Digital Transformation Consultant – they'll be your point of contact for all things NDL. They'll be with you every step of the way, helping you get the most from your licence.

They'll make sure you're properly set up, liaising our Technical Project Manager and Delivery Team. They'll make sure you get access to any training you require, deliver projects alongside (or for) you, and troubleshoot any bumps in the road with our helpdesk.

NDL | Educate

Delivered through the NDL Academy, we offer a wide range of training courses to bolster your in-house skillsets and capabilities. Ensuring your organisation has all of the skills necessary to make the most of the Evolve Transformation Platform, including advanced learning for experienced developers, get in touch with our expert Delivery Team for more information surrounding the following educational services:

- Self-serve online training
- Bespoke courses
- Developer courses, from foundation to advanced
- Installation & administration courses
- Hands-on mentorships delivered alongside projects



NDL | Deliver

Our dedicated team of consultants are experts in deploying, building and configuring our technologies across a range of public sector environments. Over the past four decades, we've supported hundreds of members across the NDL Community - we understand how to work effectively, responsibly and in unison with public sector teams.

Aiming to ensure your organisation achieves maximum usage, ROI, and benefits, we recognise that, from time to time - you simply may not have the in-house resources available to achieve your objective. Our experienced team of technical experts is ready to support your digital transformations - backed with extensive knowledge of public sector project delivery, your environments, your applications and your people. Whether it's a big job or a little change, don't hesitate to contact our Delivery Team with your organisation's unique requirements.

NDL | Support

Our team of Yorkshire-based experts are always on hand to ensure your organisation gets the very most from its NDL software. No matter your enquiry, our dedicated Delivery Team is committed to providing hands-on support and impartial advice regarding NDL products. Software support includes, (but isn't limited to):

- Installation
- Software management
- Troubleshooting

- Administration
- Product upgrades
- Performance

Response Times

For software support, don't hesitate to call the helpdesk between 9am and 5:30pm, or log a service ticket anytime through our online portal.

Priority	Description	Example	Commitment	Response Time
1: Critical	High impact on the customer's business due to a fault that prevents operational use of NDL products.	Consistent operational system crashes, data corruption, loss of production or major loss of functionality.	Calls are handled before all other requests at top priority, allowing us to diagnose and identify to cause of the issue to provide an early resolution. A call management plan will be agreed with you where this is appropriate.	4 hours
2: Important	Customer's business is significantly impaired or	Intermittent operational server failure, workstation	NDL will attempt to resolve these issues as quickly as possible,	1 working day



restricted due to a fault that, while not preventing, is seriously degrading operational use of NDL products.

crash, performance issues or broken features.

considering issue impact and the individual circumstances of the call. A call management plan will be agreed with you where this is appropriate.

3: Standard

Less serious issues, or those for which a viable workaround is available with little to no impact on operational use of NDL products.

Non-critical or intermittent software failure, features not working to preference, feature enhancement requests, information requests or documentation errors.

We will discuss the issue to mutually agree how and when the issue will be resolved.

3 working days



Comprehensive online documentation

Every product within the NDL Evolve Transformation Platform is supported by in-depth technical documentation, accessible online 24/7. We'll share all documentation with your organisation when you activate your software – but you can also find it anytime in our customer-exclusive Community Portal online too.

***For more information about Evolve Digital Transformation Platform,
don't hesitate to reach out to the team at info@NDL.co.uk or
call [01937 543500](tel:01937543500)***



Success stories



 www.NDL.co.uk

 01937 543 500

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The NDL Community includes organisations from every corner of the public sector – healthcare, local government, housing, education and policing. Our end-to-end digital transformation platforms has helped to uplift an immeasurable number of public-serving processes.

Conwy County Borough Council

Reducing Social Services admin overheads by over 2,000 days

With a legacy system nearing expiry, 12 million records were migrated into WCCIS using RPA—completed error-free in just three months.

“The migration project has been a huge success for Conwy Council and has allowed us to migrate across almost 12 million highly confidential, but essential Social Care records with complete confidence.”

*Will Valintine,
Principal Technical Solutions
Architect*

West Suffolk NHS Foundation Trust

CQC rating improved with over 6,000 clinical photography sessions digitised per year

The Trust's clinical photography apps is used across 20 departments, saving clinicians 694 working days per year.

“Clinicians feel the new system has enriched their roles by providing clearer support, ultimately leading to the best outcome for the patients – putting them first.”

*Liam McLaughlin
CIO*

Want to learn more? We've got a whole library of replicable and relatable public sector use cases you can explore here. Prefer to see Evolve in action? Check out our free-to-attend webinars, led by both NDL experts and our customer community. To see how the Evolve could help achieve your organisation's specific goals, book a free demo today. We'll walk you through it step by step, and answer any questions you might have along the way.