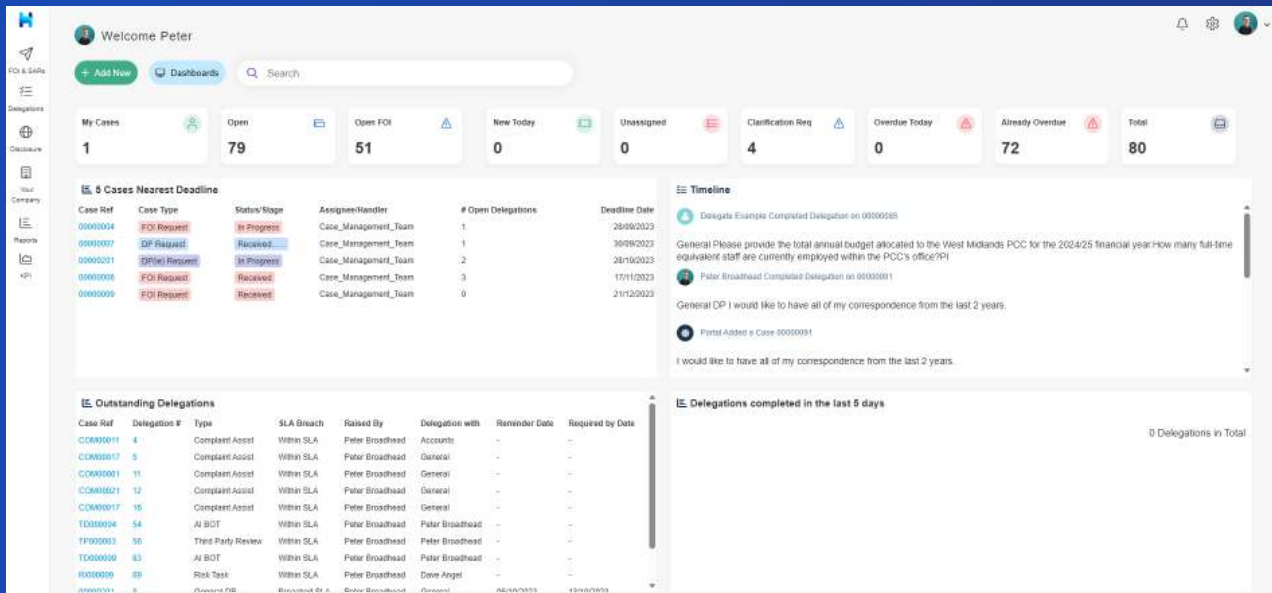


FOI, SAR, EIR and Complaints Case Management Software

G-Cloud 15 Service Definition



The screenshot displays the Hoth Case Management Software interface. At the top, a navigation bar includes a search bar and a 'Welcome Peter' message. Below this, a dashboard shows various case counts: My Cases (1), Open (79), Open FOI (51), New Today (0), Unassigned (0), Clarification Req (4), Overdue Today (0), Already Overdue (72), and Total (80). The main content area is divided into three sections: '5 Cases Nearest Deadline', 'Timeline', and 'Outstanding Delegations'.

5 Cases Nearest Deadline

Case Ref	Case Type	Status/Stage	Assignee/Handler	# Open Delegations	Deadline Date
00000004	FOI Request	In Progress	Case_Management_Team	1	28/09/2023
00000007	DP Request	Received	Case_Management_Team	1	30/09/2023
00000001	DP Request	In Progress	Case_Management_Team	2	28/10/2023
00000008	FOI Request	Received	Case_Management_Team	3	17/11/2023
00000009	FOI Request	Received	Case_Management_Team	0	21/12/2023

Timeline

- Delegate Example Completed Delegation on 00000008
- General Please provide the total annual budget allocated to the West Midlands PCC for the 2024/25 financial year how many full-time equivalent staff are currently employed within the PCC's office? (C)
- Peter Broadhead Completed Delegation on 00000001
- General DP I would like to have all of my correspondence from the last 2 years.
- Portal Added a Case 00000001
- I would like to have all of my correspondence from the last 2 years.

Outstanding Delegations

Case Ref	Delegation #	Type	SLA Breach	Raised By	Delegation with	Reminder Date	Required by Date
CO0000011	4	Complaint Assist	Within SLA	Peter Broadhead	Accounts	-	-
CO0000017	5	Complaint Assist	Within SLA	Peter Broadhead	General	-	-
CO0000001	11	Complaint Assist	Within SLA	Peter Broadhead	General	-	-
CO0000021	12	Complaint Assist	Within SLA	Peter Broadhead	General	-	-
CO0000017	15	Complaint Assist	Within SLA	Peter Broadhead	General	-	-
TD0000004	54	AI BOT	Within SLA	Peter Broadhead	Peter Broadhead	-	-
TF0000003	30	Third Party Review	Within SLA	Peter Broadhead	Peter Broadhead	-	-
TD0000009	63	AI BOT	Within SLA	Peter Broadhead	Peter Broadhead	-	-
RD0000008	89	Risk Test	Within SLA	Peter Broadhead	Dave Angel	-	-
000000001	0	Received FOI	Received By P	Robert Broadhead	Received	02/09/2023	13/09/2023

Delegations completed in the last 5 days

0 Delegations in Total



About Hoth

Hoth is a privately owned UK software company based in Manchester, specialising in service management & compliance software built around IT and extended across multiple departments. Established in 1993, Hoth has over 30 years of experience delivering service management solutions to regulated and security conscious organisations, with a strong focus on the UK public sector. Around 40 percent of Hoth customers operate in the public sector, giving the company a deep understanding of governance, audit, security, and operational requirements.

Hoth provides a configurable platform supporting IT service management alongside wider service delivery and governance functions such as facilities management, HR, finance, risk, and compliance. The platform enables organisations to standardise service delivery, improve visibility, and maintain control without relying on multiple disconnected systems.

All product development, implementation, and support are delivered by Hoth's UK based teams, ensuring clear accountability, long term stability, and direct access to product expertise.

Value Proposition: A Customer Led, UK Focused Partner

Hoth takes a deliberately focused approach to service management & compliance, designed to support organisations at different stages of maturity without introducing unnecessary long term risk.

We work with UK organisations that are either establishing a service management platform for the first time, or reassessing an existing solution that has become difficult to operate, adapt, or sustain. Our growth is driven by long term customer relationships and referrals, reflecting a deliberately partnership led model rather than a transactional sales approach.

This focus influences how the platform evolves. Capability is introduced where it delivers clear operational, governance, or usability value, supporting both rapid initial adoption and sustainable long term ownership.

Customers work directly with Hoth teams in the UK for implementation, support, and ongoing improvement. This continuity reduces delivery risk, shortens feedback loops, and ensures accountability throughout the lifecycle of the platform.

Security, Hosting, and Compliance

Hoth is hosted in the UK on Microsoft Azure, with data encrypted in transit and at rest. The business and platform is certified to **ISO/IEC 27001:2022** and Cyber Essentials, with regular backups, defined disaster recovery processes, and robust access controls.

The service is designed to meet the needs of security conscious organisations, supporting auditability, role based access, and governance across IT and non IT services.

Delivery and Support

Implementations are delivered directly by Hoth's in house teams using a structured onboarding approach covering discovery, design, build, testing, training, go live, and post implementation support. This ensures continuity, accountability, and smooth adoption.

Ongoing support is provided by UK based teams with direct access to product specialists, enabling customers to extend and evolve their use of the platform over time.

Case Management Features

Hoth is a powerful, UK-developed and securely hosted Case Management solution designed to streamline case work (FOIs, SARs, EIRs, Complaints) and ensure deadlines are met. Built and supported by experienced engineers, it's ideal for public sector organisations seeking a reliable, all-in-one case management platform with hands-on UK-based support.

Case Management Capabilities

Hoth supports Case management workflows for Freedom of Information, Subject Access Requests, Environmental Information Requests, Complaints, Compliments, Enquiries and custom case types all within a shared platform. This allows organisations to adopt a consistent approach to case work and ensure deadlines are met.

The platform includes configurable workflows, disclosure log, task management (delegations), email integration (inbound and outbound), email & letter templates, public submission forms / portals, automation, reporting, custom dashboards, contact databases.

Artificial Intelligence and Automation

Hoth AI is designed for practical use within case management management, supporting teams rather than replacing human decision making. AI capabilities assist with summarisation, user sentiment, response drafting, trend analysis, knowledge surfacing, and conversational bots for websites and intranets.

Hoth AI operates within a secure environment. Customer data remains encrypted, traceable to source, and compliant with UK regulatory requirements. AI features are optional, transparent, and designed to improve efficiency while maintaining control and oversight.

Included Features

Feature Category	Hoth Case Management
Case Types	Freedom of Information Environment Information Requests Subject Access Requests Complaints Compliments Enquiries
Hoth AI	Case summarisation, Case Insights, Case Sentiment, Case Analysis, Case response suggestions included. Disclosure Log Suggestions
Disclosure Log	AI Disclosure Log Suggestions, Topics, Sub-Topics, FAQs, Ratings, Self-Service Integration. Supports Internal and External Knowledge bases

Case Level Management	Case Stages, Case Type, Case Sub-types, Deadline Dates, Reminders, Tasks, Notifications and more.
Attachments	Handle attachments on cases and send to requestors via email.
Delegations (Task Management)	Delegate and track tasks out to multiple teams and departments in your organisation to help you with your cases.
Public Submission Portal	Fully branded public portal that for seamless standardised submission from requestors . Supports multiple case types and disclosure log.
Automation & Workflows	Enterprise-grade workflows, and real-time deadline dashboards to boost efficiency.
Email Integration	Complete MS 365 inbound and outbound email integration with mailbox monitoring, inbound automation and custom email templates.
Reporting & Dashboards	Custom dashboards, RAG indicators and real-time reports to show where deadlines are slipping and where the bottle bottlenecks are in your service. Export data as csv or pdf, schedule reports and share v and Power BI readiness for deep insights.
Microsoft Integrations & SSO	Integrations with MS Entra ID & 365 Email
Support & Customer Success	UK-based premium support with fast SLA response times, plus a dedicated UK Customer Success Manager for every client.
Hosting & Security	UK Microsoft Azure hosting, SSL encryption, optional SSO & 2FA, ISO 27001 certified, 99.999% uptime.
Backup & Disaster Recovery	Triple daily backups with a 4-hour disaster recovery target for peace of mind.
Access & Mobility	Fully browser-based for PC, tablet & mobile, no app installation required.
Digital Transformation	Option to extend beyond IT to support HR, Finance, Data Protection & Facilities, creating a single, scalable service hub.
UK Development	Entirely developed, maintained, and supported in the UK, ensuring data sovereignty, local compliance, and culturally aligned service delivery.
Dedicated Account Manager	Included. They will ensure your continued service desk success with Hoth

Additional Add-Ons

Feature Category	Hoth Case Management
Custom Case Types	Implementation priced on review.
AI Disclosure Bot	AI Chat Bot for Disclosure Log and case deflection with suggested disclosure logs for requestors. Separate bots can be generated, trained and deployed using dedicated datasets.
Sandbox / Staging Environment	Dedicated sandbox environment for safe process design, testing, and version control.
Integrations	MS Teams 3CX Granicus

Who benefits?

Member of the Public

- Central location to find information on your request management service
- Know where to make requests
- Stay up to date on your cases
- Find answers in the disclosure log

Executives and decision makers

- Improved transparency and decision making
- Understand what has or has not been achieved
- Highlights where value is not being generated or lost.
- Improves communication with stakeholders

Case Workers

- Teams collaborate in a single solution
- Consistent and reliable service
- No longer work in Outlook and Spreadsheets
- Fast, recorded communication channels for a consistent and reliable service
- AI, Automation, Integrations and portals to free up mundance tasks
- Free to focus on complex issues and strategic projects

Onboarding

Hoth implementations are designed to deliver value quickly while minimising disruption and delivery risk.

Implementation is delivered directly by Hoth's UK based consultants, working closely with your stakeholders. There are no third parties or handoffs, ensuring continuity, accountability, and a clear understanding of your environment.

For platform replacements, delivery focuses on simplification, controlled transition, and maintaining service continuity. For greenfield deployments, Hoth provides a clear service management & compliance foundation that can be adopted quickly and expanded over time.

Configuration workshops and administrator enablement are embedded throughout delivery, ensuring your team understands how the platform is structured and how it can be safely evolved after go live.

All Hoth onboarding plans include Microsoft 365 Entra ID & Email setup, SSO and training.

The outcome is a fully operational platform that your organisation can confidently own and manage.

Steps to going live

Discovery

KO Meeting with our service delivery experts. Discuss needs, suggest recommendations and set project timelines



Design

With the implementation plan set, design the solution within HouseontheHill.



Build

Turn the idea into reality!



Testing

Ensure your demands are met by performing User Access Testing



Training

A personal training plan is designed and delivered by one of our experts



Go Live

The big day, once fully trained we are ready to go live. You will be supported through the process.



Supercharged Support

We know this can be a scary time, Hoth elevates our levels of support to ensure smooth adoption across the whole organisation. We are here for you.



Project Review

Sit down together and lets start planning for the future. A service desk is living & breathing!



Social Values

We also believe in using our success to support others. Hoth actively contributes to organisations that make a difference, including homeless charities such as The Booth Centre, akt and Centrepoin. We are proud supporters of Moya Cole Hospice, the John Muir Trust ADS1928 Racing and local grassroots football through West Didsbury and Chorlton.



Service Information

Personal Trial System

Prior to making your decision, if you want to 'try before you buy' we will gladly set you up with a personal trial system that you can play with and share with your colleagues.

Subscription Costs

The subscription is based on the number of licences and add-ons, and you can adjust this as your needs change, giving you flexibility if your team grows.

Once the Order is Confirmed

Once the order is confirmed, the Hoth professional services team will be in touch to arrange your KO meeting and begin your implementation. Your initial 'out of the box' service desk will be provided during this meeting.

Invoicing

We will raise the invoice using agreed terms. If the solutions has not delivered the desired business outcomes, you don't need to continue once the current subscription has expired. There is an initial, minimum period of 12 months. Just let us know that you don't want to use the system anymore and we'll de-commission your system at the end of the current period and delete all your data. If you require your data, we will discuss arrangements.

The Physical Hosting Environment

The Servers are located in the UK hosted by Microsoft Azure.

Application security

- All hosted websites are protected with SSL certificates to ensure encrypted connections
- Access to House-on-the-Hill is controlled by the login screen that is under management of the customer (2-Factor Authentication or SSO optional).
- We subject the hosted systems to annual penetration testing.

Upload

Upload facilities via HouseontheHill Attachments and Imports. Space for attachments is included as per the table. Additional space is charged at £1 per 1Gb per month.

Number of Logins	Attachment Space
5-10	5Gb
10+	8Gb

Backup, Restore and Disaster Recovery

Live Hoth systems are backed up at least 3 times per day, so you have the comfort of knowing that if anything goes wrong, we have another recent copy of your data. And, if there is a major disaster, we can setup a recovery system and restore your data to within 4 hours of the initial service outage. In all our years of delivering cloud services we have not had to do this, but you know the safety net is there if needed. If you have a requirement to take more backups than the standard offering, then we can quote for the additional work. Similarly, if you want us to restore a backup, we can do this for you. We will also provide database backup to customers on request.

Sandbox Environment

We can offer a sandbox for you to use as a test bed for new versions of Hoth or design new or existing service desk processes.

Uptime

Our aim is for systems to be available 100% of the time. *(Ignoring scheduled and agreed maintenance down time)*

Year	Percentage Uptime (based on 9-5 support hours)
2025	99.999%
2024	99.999%
2023	99.999%
2022	99.999%
2021	99.999%
2020	99.999%

Support Service

You also have the additional backup of the in-house support team. You can use the customer support portal, email or phone us for help. You will appreciate the dedicated and personal service that we provide. The standard service is available 9-5 Monday to Friday (GMT) except UK bank holidays. We will also endeavour to

cover for additional support outside of these core hours for special pre-arranged circumstances

First Response - within 2 Technical Support hours Incidents are categorised as follows, with Urgent and High issues attended to immediately.

Priority	Explanation
Urgent	The HotH system is inaccessible or the issue is causing data corruption
High	The issue is having a serious impact on the performance or usability of the HotH system
Medium	An annoying, recurring or repeatable HotH issue that requires further investigation and possible configuration, setup or code change
Low	A request for assistance or a change, and there is no current degradation of the performance of the HotH system

Upgrades

We will maintain the House-on-the-Hill software on the server. The software will be upgraded for corrections to issues reported by the customer and major upgrades when available. The software upgrades are scheduled for a mutually convenient time and are not obligatory.

Get in touch!

sales@houseonthehill.com



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ISO 27001:2022 UKAS Certified | Cyber Essentials Certified | G-Cloud Supplier*

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