

Service Definition

About entitledto

A leading provider of benefit calculation software, our in-depth knowledge of the UK's social security system ensures our calculators are authoritative and up-to-date. We are trusted by hundreds of organisations who support their clients to access benefits and provide budgeting support and housing sustainability support across a variety of sectors (including local authorities, housing associations, charities, financial services sector and welfare to work providers).

Products available

- Affordability Calculator
- Benefits Calculator
- Better Off Calculator
- Budgeting Tool
- Council Tax Reduction Modelling Service
- Crisis and Resilience Fund digital application form
- Homelessness Prevention Tool
- Open Banking Affordability Calculator for Social Housing
- Housing Benefit and Council Tax Support/Reduction claim form

Key features of our products

- Quick, simple and easy to use. Guided responsive journey with extensive help pages to support the user.
- Designed for mobile, tablet or desktop users.
- Includes unrivalled benefits coverage: all means-tested and contribution-based benefits, plus devolved benefits, local support and other entitlements
- Up-to-date with the latest entitlement legislation and reforms
- Matched to your branding giving a seamless user journey
- Full access to management information and statistics
- Translated into multiple languages using Google Translate
- Customisable content allowing you to signpost your users to further localised support
- Fully UK GDPR compliant, hosted and supported
- Optional integration with your CRM

Accessibility

entitledto tools have been designed to conform to the WCAG 2.2 AA level of accessibility, as set out in the W3C's Web Content Accessibility Guidelines.

API access

API access is available and supported (type: RESTful).

Data Protection

All data is stored in databases kept safe behind admin privileges. For most of our products, no personal information is stored - a unique customer reference number is created with the calculation which is used to create each query. Where personal information is stored, in some cases, it may be hashed and/or anonymised.

Data Storage

UK based data centers are ISO27001 and ISO9001 certified and adhere to EU Code of Conduct for Operations and entitledto has backup, disaster recovery and resilience plans in place.

Development & bespoke changes

There are many ways clients can customise entitledto products. If you require bespoke changes, we will work with your requirements and quote for development in advance once specification is agreed and obtain consent before carrying out this work.

Management Information

There is a full management reporting suite available as part of the product offering allowing access to headline statistics such as the number of calculations completed, total entitlements identified and completion rates, as well as many other details related to individual entitlements and demographics. The MI reporting can be customised to your requirements and sent to you regularly and we can produce specific reports to support or you can produce your own reports as and when needed.

Ordering & Invoicing Process

Customers should place orders for entitledto services through the Government Procurement Service pro-forma via email or post. An invoice will be issued upon

service delivery, and standard invoicing payment terms are 30 days from delivery.

Training

We work with all new clients to provide a full onboarding service, including a personalised product demonstration, training and Q&A session, via Teams. These sessions can be recorded to use in the future when you have new starters who need to be trained on the products. All entitledto products also have an admin dashboard which holds short user training videos covering topics such as how to log in to your product, how to produce reports and how to use the different products and their features. Should additional bespoke training be required after onboarding has taken place, it can be provided at an agreed daily rate.

Off Boarding

If the contract is not renewed we agree with the client how they would like their data to be sent over and confirm if they would like it held for a period of time after the end of the contract. We will also delete some or all calculator data on request. System access is revoked at end of the contract period.