



Service Definition Document

Esuasive Homelessness Case Management

G-Cloud 15 Service Definition Document

Cloud Software: Esuasive Homelessness Case Management

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Document control

Version history

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Distribution

G-Cloud 15

1 Service Overview

1.1 About Esuasive Homelessness Case Management

information is presented in clear, easy to analyse dashboards.

1.2 Esuasive Homelessness Case Management– core functionality

- Full homelessness case management functionality
- Meets requirements of Housing Reduction Act 2017
- Strong data entry validation to eliminate data capture errors
- Pre-configured team and individual dashboards and queues prioritise and drive casework
- Homelessness application portal included
- 'Push of a button' H-CLIC reporting
- Built on world-class Microsoft Dynamics 365 / Power Apps platform
- Runs in the Microsoft Cloud
- Integrates with Esuasive Community Connections to give a 360-degree view of individuals' interactions with the council across all case types

1.3 Esuasive Homelessness Case Management – benefits

- Provides secure access to homelessness cases
- Data collected is subject to strong validation prior to H-CLIC reporting
- Easy to migrate case data from existing legacy systems
- Readily configurable and extensible in line with local procedures and policies
- Out-of-the-box integration with Microsoft Office and SharePoint
- Comprehensive security model ensures sensitive information is properly protected.
- Powered by Microsoft Dynamics 365, a secure, enterprise-grade system.
- Simple pricing structure

2 Service Delivery

2.1 Esuasive engagement model

Esuasive works with customers to ensure that every implementation project is properly initiated, sensibly planned, effectively managed and efficiently delivered. We do this by ensuring that:

- Each project is outcome-led, with the customer's desired outcomes driving scope, phasing, deliverables and timeline.
- Esuasive and customer responsibilities are clearly defined.
- Cost parameters and tolerances are clearly stated.
- Progress is measurable and visible throughout the project life cycle.
- Issues and risks are effectively managed.
- Appropriate change control processes are in place.

2.2 Implementation

Each implementation project will typically include the following stages:

Discovery

Review of business drivers, requirements definition, gap analysis, finalising of timeline and phasing.

Solution Design

Including functional design, definition of required configurations, design of custom functionality, systems integration design, consideration of data migration needs, etc.

Agile Delivery

Typically run as a series of two-week sprints, with working software delivered ready for testing incrementally rather than in a single block, enabling customers to review and test delivered software early in the project life cycle, with the opportunity to provide feedback.

Data migration

Data mapping from old to new system, design of ETL (extract, transform, load) processes.

Training

User training (direct-to-user or train-the-trainer), technical training if required.

Testing

Including system testing, integration testing, user acceptance testing.

Cutover and Hypercare

Cutover to Live, hypercare on go-live.

2.3 Support

Esuasive provides dedicated support tailored to the individual needs of each customer.

3 Contact Details

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