

Apply once

What the service is

An online application form tailored to your service. Integrate benefits and grants search with income and identity verification to provide a 'one-click' assessment for national benefits, social tariffs and discretionary schemes. This allows you to target schemes appropriately, view applications holistically and evidence the impact of discretionary spending.

Service features

- Application processing for your council tax and discretionary support schemes
- Identity and income verification via Open Banking and Document ID
- Integrated income maximisation and grant search via a single pathway
- SSO integration into CRM platforms and related services
- Reporting built-in to ensure support gets to those who need
- Available as a self-serve or advisor-assisted web-based application form
- Your support schemes integrated into GOV.UK and partner network
- One-click applications and assessments to access billions in unclaimed support
- Built-in SFS compliant I&E and budgeting calculator
- SSO, integration and training all included in the cost

Service benefits

- Tailor assessments to your support schemes to ensure consistency
- Improve customer experience by collecting evidence once
- Reduce operational costs with one application for all schemes
- Identify unclaimed support across national and local schemes
- See application history across multiple schemes to make holistic decisions
- See how money is spent and who has been supported
- Increase completion rate and reduce dropoff rates from sign-posting
- Provide consistent support to customers, no matter which entry point
- Include income maximisation and grant search in a single pathway
- Improve efficiency by integrating with your current systems/processes

Data backup and business continuity

Calculator data is stored on Amazon RDS, a fault-tolerant, multiply-redundant database store with high availability and failover. A snapshot of the database is taken automatically each day,

and backups are kept for three days. Additionally, backups are taken immediately before major database migrations. If issues occur, we can restore from the backup within minutes.

All calculator services are provided through the UK-hosted eu-west-2 AWS region and are also fault-tolerant and multiply redundant. The entire system can be rebuilt and redeployed within ten minutes, and runbooks are available for outages, potential data breaches, and deployment failures. Deployment has zero downtime.

We have a comprehensive Business Continuity and Disaster Recovery Plan, with identified actions, personnel and resources to rebuild and restart each of our services. Each of the resources in the plan has further redundancy.

Onboarding and offboarding

The full onboarding process is documented in a guide entitled Getting started with the Better Off Calculator, which is shared with new clients. It covers user import, team structure, training, customisation, self-service calculator setup and login integration setup.

A client manager works through each step of onboarding with the client to:

- Agree and implement the team structure and permission levels
- Import the desired users and send invite emails with welcome and usage instructions, as part of a training session if desired
- Customise the calculator's appearance and branding
- Edit or remove individual input fields, labels and tooltips

Optionally, the client manager will also:

- Set up a self-service calculator
- Configure Single Sign-On login integration and user provisioning
- Require Multi-Factor Authentication on client user accounts

We offer tailored introductory training, either in-person or online, alongside free monthly getting started with the Better Off Calculator webinars which are live. If we provide tailored training the client manager will send invitations to attendees shortly before the session.

Once onboarding is complete we offer ongoing individual support to client users and admins, training access and regular reporting on calculator usage.

If a contract is not renewed normal practice is to keep calculator data for no longer than one year following the end of the contract. We will also delete some or all calculator data on request. User logins will be revoked at the termination date.

Administrators can download their organisation's data on demand.

Pricing overview

As stated in the main G-Cloud 15 form, the service starts from £239 per license per year. Unlimited use by organisations is available, starting from £5,000 per year.

Pricing varies depending on:

- Number of seats
- Level of customisation and integration
- Use of additional functionality such as a self-service calculator
- Length of contract

Additionally, we charge an hourly rate for agreed custom development work to offer additional functionality not present in the standard service.

Service constraints such as maintenance windows and customisation levels

Planned maintenance downtime of the service will be scheduled outside business hours wherever possible and notified in advance to the client. Typically, the service requires less than one hour of planned downtime each month.

The calculator is highly customisable. The appearance, structure, choice of questions, text content, tooltips and more can be customised by client managers without additional development. We also offer distinct versions of the calculator for different purposes, with additional functionality for specific industries, for example, advice and guidance, utilities, debt and housing.

If further changes are required we will discuss, specify and agree a fixed fee and lead time for the work involved, at an hourly rate, in advance.

Ordering and invoicing process

1. Contact us to speak to a sales adviser to discuss your requirements
2. The sales adviser will issue a sales order form describing the service you have agreed to purchase
3. Upon receipt of the signed sales order form, we issue an invoice on 30-day terms, and begin onboarding

4. Invoices must be paid within 30 days

How to end a contract

By default the contract is auto renewed on an annual or multi-year basis with a 30 day notice period. To end a contract, the client must notify us via written confirmation prior to the notice period of the contract renewal.

Ongoing support

We offer individual support for clients and client users by email, phone and in app web chat. We also run monthly webinars and email registered users when we update the calculator's functionality and add new features.

Our support response times are:

- Email support: within one hour during business hours
- Phone support: available 9 am to 5 pm Monday to Friday, except bank holidays
- In app web chat support: available 9 am to 5 pm Monday to Friday, excluding bank holidays

Technical requirements

The calculator is a web-based service that requires only a web browser. It supports Chrome, Firefox, Safari, Edge, and Opera and works correctly on desktop and mobile browsers without sacrificing functionality.