



G Cloud 15

Service Definitions

Containing:

- **OneView**, data sharing and advanced analytics platform
- **Reablement App**, streamlining and enhancing the reablement process

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Introduction

Xantura's OneView platform and Reablement App provide a unified, data-driven ecosystem designed to support local authorities and their partners in improving outcomes across health and social care.

OneView offers an operational analytics environment that enables the secure integration, transformation, and analysis of multi-agency data, supporting the full lifecycle from ingestion through to the delivery of insights back into frontline systems. This scalable platform can be deployed as a general-purpose analytics environment or through a set of pre-configured, domain-specific solutions spanning Children's Services, Adult Social Care, Housing, Community Safety and Financial Safeguarding. These pre-configured solutions continuously evolve through client-led development and Xantura's ongoing innovation programme.

Complementing the core platform, the Reablement App provides a purpose-built digital workflow for managing and optimising reablement pathways. Designed in partnership with frontline practitioners, the app streamlines case management, supports SMART goal setting, enhances multidisciplinary collaboration and delivers real-time visibility of individual progress. It integrates seamlessly with OneView, enabling outcome tracking, predictive insights, and the evidencing of service impact. Together, OneView and the Reablement App help organisations meet increasing operational pressures by reducing duplication, enhancing consistency, and enabling more informed decision making.

This service definition document introduces the capabilities available at the time of submission, including the OneView core platform, its pre-configured value case solutions, and the Reablement App. It provides an overview of features, benefits, and implementation approaches to support organisations in understanding how Xantura's technology can accelerate improvement in resident outcomes, service delivery and financial sustainability.

OneView core platform

OneView provides the public and charitable sectors with the ability to improve outcomes for residents by enabling the secure integration and sharing of multi-agency data and the application of advanced analytics. The product supports a full lifecycle; from data ingest to insight integration of insight into existing case management systems for frontline decision making.

As a generalised operational analytics platform, the solution provides a range of services, that have been optimised for use with public sector data. These services include:

Core Function	Illustrative Services
Master Data Management (MDM)	Pseudonymisation Data matching Household Composition matching Data pipeline management Data quality monitoring / bias monitoring Information governance controls and security
Advanced Analytics Platform (AAP)	Artificial Intelligence (AI)/ Machine Learning Text analytics Generative AI Predictive analytics Prescriptive analytics
Multi-Agency Triage Tool (MATT)	Cross organisation or service single view of a person/household, risks and service engagement. Cohort / campaign creation.
Dashboard development	Strategic insight – standardised reports for each pre-configured solution plus bespoke report development. Operational insight - standardised reports for each pre-configured solution plus bespoke report development.
Natural Language Case Summaries	Case summaries automatically produced through sophisticated GenAI based language generation– pre-configured case summaries for each business area as well as bespoke development.
Legacy Case Management Plug-in	Seamless integration of case summaries into current case management systems – Multiple pre-built integrations for social care, finance, revenues benefits systems.
Information Governance (IG) controlled predictive alerts	Predictive alerts enable early intervention and prevention of crisis. Grounded in IG and ethics framework tailored to each business domain – Pre-configured alerting frameworks based on IG and ethics considerations by business domain.

Pre-configured solutions

Xantura has deployed the OneView platform in a range of business contexts, the resulting solutions can be licensed as pre-configured solutions; accelerating business benefits realisation and enabling local data science and business intelligence teams to rapidly up-skill in advanced analytics.

These pre-configured solutions are described, in terms of the business benefits targeted, below.

The core platform can be configured to provide analytical support to various business domains. We have pre-configured the platform to provide support in a number of areas, outlined below, however this is expanding all the time.

Pre-configured solution	Overview / Illustrative benefits (not exhaustive)
Multi-Agency Triage Tool	Resident experience - Deliver on both 'no wrong door' and 'tell us once' best practice principles Financial sustainability - Enable macro level analysis of demand drivers and modelling of demand across services and geographies to support informed, joined up decision making.
Children's Services	Early Help optimisation Statutory safeguarding optimisation
Adult Social Care	Minimising unplanned admissions Reablement optimisation Decelerate loss of independence / maintain wellbeing
Housing	Homelessness prevention
Community Safety	Prevention of serious violence Domestic Violence escalation, prevention
Financial Safeguarding	Single View of Debt to enable targeted support Vulnerability Risk Based Verification

Implementation Approach

At a high level our implementation approach involves six key phases:

Phase	Description
Detailed Scope Development	Diagnostic scope detailed terms of reference, objectives definition.
Information Governance Framework Development	Ensure information governance and security standards are clear, agree IG & ethics framework and pseudonymisation processing rules.
Diagnostic development	On-board initial data load, conduct strategic analysis, e.g. demand projections, intervention efficacy, clustering / segmentation of citizens.
Operational pilot	Soft launch of dashboards to support strategic and operational decision making

	Soft launch of case summary integration into operational systems
Production deployment	Production roll-out of dashboards and integration into operational systems
Business optimisation	Business process optimisation Business as usual operation of platform

Technical requirements

The OneView platform is delivered from a hybrid cloud comprised of Xantura's private ISO27001 accredited cloud and Microsoft Azure. From a client perspective there is a requirement to deploy the IG-Bridge component of the OneView platform to support secure data transmission and pseudonymisation services. IG-Bridge has a light technical footprint (Windows Server) and requires no more than half a day to install (standard install package).

Commercials

OneView pricing is dependent on several factors, including the following:

- 'Services' scope of the work delivered (e.g. one-off diagnostic or operational deployment)
- Size of your organisation (determines volume of data processed)
- Number of users accessing the system
- The OneView configuration / functionality licensed
- Contract duration (multi-year discounts)

Support

Support is provided via an on-line ticketing system and by phone.

Reablement App

Health and social care providers are under increasing pressure to support individuals in regaining independence after illness or injury. However, fragmented data systems, inconsistent processes, and limited visibility into individual progress often hinder effective reablement. These challenges can lead to duplicated efforts, gaps in care, and missed opportunities for timely intervention. Without a unified approach, teams struggle to coordinate support, track outcomes, and demonstrate the impact of their services, ultimately affecting both user experience and organisational performance.

Core Function	Illustrative Services
Digital Case Management	End-to-end digital case workflow for reablement referrals, assessments, interventions, and closure
Goal & Progress Tracking	SMART goal creation, daily/weekly progress scoring, therapy task completion tracking, evidence notes and observations
Multidisciplinary Coordination	Shared care plans, team task allocation, worker scheduling support, escalation workflows and alerts
Mobile Workforce Enablement	Mobile app for in-home visits, offline capabilities, real-time updates, automated time and activity recording
Performance & Outcomes Reporting	Length-of-stay analytics, discharge readiness indicators, outcome achievement dashboards, service-level KPIs
System Integration	Data synchronisation with OneView, export to social care case management systems, secure IG-Bridge data transfer
Identity, Access & Governance	Role-based access, external ID provider integration, audit logging, configuration management

Pre-configured Solutions

The Reablement App provides a comprehensive digital platform designed to streamline and enhance the reablement process. By unifying case management, progress tracking, and collaborative care planning in a single system, it enables multidisciplinary teams to work together seamlessly. The app supports real-time monitoring of individual outcomes, facilitates communication between professionals, and ensures that interventions are tailored and responsive to changing needs. This integrated approach not only improves the quality and consistency of care but also delivers measurable improvements in independence and wellbeing for service users.

Pre-configured solution	Overview / Illustrative benefits (not exhaustive)
Reablement Case Management	Provides a unified and streamlined workflow supporting referrals, assessments, goal setting, intervention logging and closure, eliminating paper-based processes
Independence Progress Tracking	Offers structured SMART goal tracking and scoring enabling teams to quantify progress and adapt interventions based on real-time data

Multidisciplinary Collaboration	Ensures professionals have a shared view of plans, goals and status to reduce duplication, improve communication and enable consistent care
Demand & Capacity Management	Analytics on length of stay, caseload distribution, worker capacity and forecasted demand support operational planning and resource allocation
Hospital Discharge Support	Facilitates coordinated rapid discharge pathways with visibility of pending tasks, early progress indicators and bottleneck alerts
Prevention of Readmission	Automated flags for regression, missed visits or stalled progress support targeted intervention before a deterioration escalates
Strategic Service Insight	Delivers outcome analysis, trends, demographic breakdowns and longitudinal improvement metrics to support commissioning and continuous improvement

Implementation Approach

At a high level our implementation approach involves seven key phases:

Phase	Description
Requirements & Scope Definition	Co-design functional scope, define KPIs, identify integration needs, confirm local reablement pathways
Information Governance Alignment	Define data flows, confirm IG-Bridge configuration, complete DPIAs, confirm role-based access model
Solution Configuration	Configure SMART goals library, council branding, workflows, assessment templates, alerts and service-specific settings
Data Integration & Testing	Enable OneView integrations, test pseudonymisation flows, validate progress scoring models and reporting outputs
Operational Pilot	Launch with a small cohort of practitioners, gather usability feedback, validate outcomes reporting and measure workflow benefits
Full Service Deployment	Roll out to all teams, enable mobile workforce tools, integrate into business-as-usual processes and local training pathways
Continuous Improvement	Monitor KPIs, optimise workflows, refine goal libraries, evolve analytics dashboards based on service performance

Technical requirements

The Reablement app is delivered from a hybrid cloud comprised of Xantura's private ISO27001 accredited cloud and Microsoft Azure.

Commercials

Reablement app pricing is dependent on several factors, including the following:

- Size of your organisation (determines volume of data processed)
- Number of users accessing the system
- Contract duration (multi-year discounts)

Support

Support is provided via an on-line ticketing system and by phone.