

iX Customisable Process Platform

Service Description



KEY FEATURES

- Secure
- User friendly interface
- Speeds up processing
- Retained data for MI
- Customisable and flexible
- Digital service fulfilment

NINE SOFTWARE.

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1. Introduction

This document is intended to provide a general overview of Nine Software's iX Customisable Process Platform. Please treat as "Commercial - In Confidence" not to be shared without prior written consent from The Nine Software Company Ltd (Nine).

Nine have a rich heritage in SaaS products that transform manual processes. We have built digital applications that processed the OVRO (also known as Foreign Nationals Registrations / Police Registration Scheme) and Firearms licensing activities within UK Police Forces. Nine rolled these hugely successful products out into 25 of the UK forces including the Metropolitan Police Service, Greater Manchester Police alongside several other notable forces. We have further credentials demonstrable for increasing throughput, reducing costs and increasing assurance across the NHS and wider private sector.

Our iX Customisable Process Platform builds on from those hugely successful applications, being designed to efficiently capture data from members of the public, to efficiently process and use that data by making it readily accessible to those users who need to process it and then finally to use and output the data as intelligence through powerful reporting and querying features. It is all achieved via a Front-End which is accessible to the end public users and a secure Back-Office which is only to be used by authorised internal users.

Our application dramatically speeds up the manual processing of applications, saves time and money and provides a historical accessible record without the need for cabinets of papers and documentation.

2. Feature Overview

iX Customisable Process Platform is a back and front office platform that improves customer experiences by empowering the user to provide information up front to be processed. This seamless process can save buyers thousands each year in manual processes and provides a wealth of data that can be used to manage the processing of applications and work items.

Back-Office functions are available for data querying, reporting and management with fully customisable suite of security and access management to satisfy Infosec requirements along with Content Management for policies and information shown to the applicants.

Front-end applicants can create profiles, upload documents and pay for services using a modern, rich and clean user interface with a responsive and reactive design for Laptops, Mobiles and Tablets.

Prices available upon request for licensing, customisation, implementation, hosting and future support services.

Feature List:

Front-End:

- Responsive / Reactive design
- Linked from the buyers website and via its own URL
- Client create account, login, 2FA, forgot password
- Restriction of applications to a geographical business area
- Submission of validated application forms
- Multiple form types can be created
- User payments
- Email / SMS notifications
- Digital signatures from applicants
- Upload of photos and medical declarations
- Postcode lookup

Back-Office:

- Responsive / Reactive design
- Accessed via URL
- Support for AD or 2FA
- IP / Domain Locked for access
- Team management of application processing
- Payment Processing
- Document Storage for key docs, images, scans etc
- Task & Activity List showing activities to be completed
- User access and role/profile management to lock down functionality to specific roles (e.g. Firearms Licencing Officer, Approver, Sys Admin etc)
- Customisable email notifications & policy notices

- Shared diary functionality with end users to facilitate appointment booking
- Activity audit trail
- Payment history
- Powerful searching and reporting
- Customisable workflow processes
- Job documents
- Applicant document uploads and notes
- Ability to link records to legacy files
- Data exports and custom integration options

This application will be hosted within the cloud and will be supported by the Nine Software team Monday to Friday 9-5 excluding UK and Public Bank Holidays.

3. Service Overview - Front-End

The Front-End application is the public facing service delivered via the browser. It provides the functionality for public users to submit applications, upload documents and pay for services. Forms are custom created by Nine Software according to the buyer's needs, workflow rules and validation rules.

Logging in

The Front-End is designed to securely allow access to those who have set up an account and logged in. The requirements for passwords and 2FA is administered by Systems Administrators via the Back-Office functionality.

The log-in page allows log in, forgot password and registering functionality for the public user.

The home page shows the available forms for the user, including if any are in progress.

Applying

The simple, intuitive interface allows the user to progress through the custom-built forms, providing legal guidance, downloads they may need (e.g. proforma or documents for other agencies or individuals to sign) and on-page help.

Unlike paper forms, only those questions which are relevant are displayed for entry.

Progress is clearly shown down the left-hand side as the sections turn to green and they can be revisited.

The Applicant can make payment through the buyer's choice of Opayo or GovPay. Transaction fees can also be set by the buyer.

Summary

Applicant is shown the current status of their application post payment alongside other forms they can submit.

4. Service Overview - Back-Office

The Back-Office application is only available to buyer's internal users and is delivered securely via the browser. It provides the following functionality:

- Team Task Management
- Reporting
- Application Management
- Applicant Management
- View Applicant Assets
- Job Documents
- Workflow
- User Search
- User Management
- Payment Search
- Settings administration
- Customisation

Logging in

The Back-Office is designed to securely allow access to those who are authorised and contains the ability to apply different access privileges depending upon the nature of the user.

There are user primary types can be customised for the system, and while members of each of these can all access the Back-Office, they have different behaviours in the workflow according to the buyer's need. An example of this is:

- Processing User
- Onsite Inspector
- Area Manager
- Systems Administrators

There are also Secondary Types of users within the system, and while members of each of these will all be a Primary Type, they allow different access levels and additional functionality. Examples of these could be:

- Auditor
- Finance Manager
- Reporter
- Settings Manager
- User Manager
- Workflow Manager

Navigating around the Back-Office

The flexible navigation system is predominantly used via the links on the left-hand side, but features can also be accessed by the breadcrumb trail that shows relevant options as large icons in the main page.

The menu options vary depending on how the user is assigned Primary and Secondary Types.

Team Task Management

Designed by real application processing users, the task management allows an at-a-glance status of the quantity of in-flight applications and in which in-box they are sitting. This allows joined up teamworking and management oversight to ensure applications are being processed.

Powerful automated allocation of tasks according to postcodes and geographical areas can be applied to reduce manual allocation of activities.

User View

Typically the user will use the simple form screens to show a user search or work that is assigned to them.

Application detail provides an overview including its status in the workflow, how it has been processed and the payment costs.

Photos and other files such as medical proformas or third party signed forms that have been uploaded by the applicant are shown. The buyer's processing users can upload further assets or add notes to the file to complement the comprehensive details regarding the applicant.

Jobs Documents

Various Job Documents can be populated to store supporting information including the reference forms, enquiry forms, on-site investigation forms, decision sheets etc.

Searching

Searching is a task that is performed with regularity. The application has powerful search and filtering on key elements such as applications, users, payments and more.

Settings

The Settings screen is only visible and accessible to users with the correct privileges. This page is broken down into a number of sections that allow Administrators to change the fundamental settings with the ability to comprehensively customise areas such as email and page content, security behaviours and more to satisfy internal requirements from Legal, Comms and Infosec etc.

5. Post Implementation Support

Service Desk

Support will be made available to the under an annual service agreement, this agreement must be in place to use the software. This support will be made available via our published helpdesk contact routes of email and telephone and will be available:

Monday-Friday, 9am – 5pm UK working hours, excluding UK Bank Holidays.

The Support Desk can be contacted by email at any time, however this will be monitored Monday to Friday between 9:00am – 5:00pm (excluding UK Bank Holidays).

Our support service provides a full ITIL Service Desk for Incident Management where we provide rectification of faults found in the Software. Faults are defined as deviations from the agreed specification. Where no specification pertains to a given identified fault, the client and Nine will come to agreement on whether this is an enhancement or a fault.

Should Nine become aware of faults affecting the operability of the installed Software, Nine undertakes to inform you as soon as possible, and to provide a resolution within the agreed timeframe for the identified faults consistent with our targets. Faults that are identified but do not affect the operability of the software will be listed at the next maintenance release of the software that addresses these faults.

Our target response times are detailed below (response times are defined as the time between the logging of a Client call and the first contact by a qualified Nine analyst):

Category	Description	Initial Target Response Time	Target Cleared Period
Urgent	Severe system malfunction	4hrs	1 day
High	Something stopping one or more users doing or completing an open task of work	4hrs	2 days
Medium	User is able to work around the problem but causes concern as some operations are delayed	2 days	10 days
Low	Inconvenience but doesn't require immediate attention	1 week	1 calendar month

Support periods and out-of-hours arrangements are defined in the form of an Agreement that applies outside this scope.

Technical Advice

Nine will provide reasonable levels of technical advice upon request, for example in functionality and configuration. Demand for advice in the use of Software will probably be limited by the

expertise of the key and super users employed by the client, and by training delivered as part of the implementation phase of the project.

Enhancements

Nine shall optionally provide enhancements to the Software upon request. These enhancements shall be subject to agreeing additional payments. The client shall notify Nine of such requested enhancements, using an agreed procedure and Nine shall (where appropriate /necessary) provide a quotation for the enhancement within a time agreed upon receipt of notification.

Nine take a pro-active stance towards deploying changes to the Software and Systems provided (for example performance enhancement, innovations or taking advantage of technology change). This is typically informed by the Nine UG (User Group) which is typically held every six months.

Upgrades

Provision of Release upgrades to the Software shall be provided, as and when these become available. This shall include any upgrades that are produced by Nine or by subcontractors of Nine. Upgrades shall be installed on a schedule agreed between the parties.

6. Client IT Requirements

Access to the System

To access the Firearms system, the buyer will require a good internet connection, and use of either Chrome or Microsoft Edge.

To access the software a customer end user will require internet access via a Laptop, PC / MAC or Mobile device such as a phone, phablet or tablet device.

This is a secured application hosted within a secure environment, accessed via the web

Front-end Application

This is the website which the members of the public access to input their information. This is a responsive / reactive website hosted within the cloud and accessed either via a direct URL or via the link within any other existing public facing website.

Penetration Testing

Prior to use, Nine will provide evidence of penetration testing to provide confidence to your internal technical colleagues that the solution is proven to be robust. Nine recommend that clients do conduct their own or independent penetration testing of the solution. This will be done on an agreed date and at an agreed time which is convenient to both parties.

7. Company Details

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Document Control

Control	Details
Document name	Nine Software iX Customisable Process Platform - Service Description.docx
Author	Carl Shovlin
Version date	Friday, 30 January 2026
History	V1.0

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