

verso.™

Booking System

G-Cloud Service Definition

Verso: Ready Out of the Box

Commercial in confidence

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1. Introduction

1.1 Verso – Service Overview (Booking Platform)

Verso is a purpose-built public sector **booking and scheduling platform**, developed and refined through more than 15 years of partnership with local authorities. Designed specifically for high-volume citizen services, Verso delivers a ready-to-use, out-of-the-box solution that reduces administrative complexity, accelerates implementation and supports consistent, efficient service delivery from day one.

Delivered on a secure, modern cloud-based platform, Verso enables local authorities to deploy digital booking services rapidly without the need for local infrastructure, specialist technical resources or in-house software development. The platform is designed to support high transaction volumes, providing the resilience, scalability and governance required to manage large numbers of bookings while maintaining full auditability and operational control.

Verso supports end-to-end management of booking services, automating processes across appointment scheduling, availability management, payments, notifications, cancellations, operational workflows and reporting. Typical use cases include **pest control appointments, sports and community facility bookings, room reservations, garden waste and bin collection bookings, and volunteer scheduling**. Integration with council systems and secure APIs is provided as standard, enabling efficient data exchange and reducing manual data entry.

Agile by design, Verso can be configured to reflect local authority policies, service rules and operational requirements using standard configuration and enhancement packs, without the need for bespoke development. This enables authorities to respond quickly to changing demand, service expansion and evolving customer expectations while maintaining consistency, governance and predictable delivery timescales.

Ongoing platform enhancements are delivered as part of the standard service and informed through structured customer engagement and user groups. Optional customer-specific configuration or additional functionality is delivered through separately chargeable customisation packs. Customers have visibility of the product roadmap and can adopt new releases in line with service requirements.

1.2 Scotland and Wales Support and Bilingual Capability

Verso Booking is designed to support deployment across **England, Scotland and Wales**, enabling local authorities to adopt the platform in line with devolved policy requirements, operational practices and statutory language standards.

Scotland

The platform supports configuration to reflect Scottish local authority operating models, including service structures, data standards, reporting requirements and governance arrangements. Verso enables councils to configure booking rules, service workflows, inspection scheduling and reporting structures to align with Scottish operational frameworks and statutory service delivery models. Configuration is delivered using standard configuration packs without the need for bespoke development.

Wales – Bilingual Front-End Delivery

Verso supports **fully bilingual (Welsh and English) front-end digital services** in compliance with the Welsh Language Standards (Welsh Language (Wales) Measure 2011). All citizen-facing interfaces — including online booking forms, self-service dashboards, confirmations, notifications and automated correspondence — can be presented in both Welsh and English.

Language selection is user-controlled and persists across sessions. Administrators can centrally manage bilingual labels, templates and content to ensure consistent bilingual service delivery and accessibility compliance.

Back-office operational interfaces are delivered in English, ensuring efficient administration while maintaining full bilingual access for residents.

Ongoing Configuration and Compliance

Regional configuration, language management and regulatory alignment are supported as part of the standard service configuration. Ongoing platform enhancements are informed through structured customer engagement and user groups, ensuring continued alignment with devolved requirements, accessibility standards and evolving service expectations.

1.3 Verso Booking Platform

Verso Booking is a cloud-based, purpose-built booking and scheduling platform delivered out of the box, enabling local authorities to deploy digital booking services in months rather than years, without reliance on extensive internal development.

Verso Booking supports high-volume booking and appointment management across a broad range of council services, including:

- Pest control appointments and inspections
- Sports and leisure facility bookings
- Room and venue reservations
- Garden waste and bulky collection bookings
- Bin collection and service request scheduling
- Volunteer scheduling and shift management

The platform supports configuration of booking rules, availability models, capacity controls and operational workflows through standard configuration and customisation packs, enabling authorities to support diverse service models without bespoke development.

Ongoing platform enhancements are included as part of the annual support and warranty. Product development is informed through structured customer engagement and user groups, providing visibility of new features and the ability to adopt enhancements as part of the standard service.

Automated scheduling, confirmations, reminders, cancellations and reporting reduce administrative effort and improve customer experience, enabling service teams to focus on operational delivery and service outcomes rather than manual coordination.

1.4 Booking Service Use Cases

1.4.1 Bin Collection Service Requests

Verso supports digital service requests for bin deliveries, replacements, assisted collections and missed collections. Residents can submit requests online, track progress and receive notifications. Operational teams can manage task allocation, field updates and service reporting, reducing manual administration and improving responsiveness.

1.4.2 Household Waste Recycling Centre (HWRC) Booking

Verso enables residents to book time slots for visits to Household Waste Recycling Centres, supporting demand management, site safety and fair access. Users can select locations, available slots and vehicle types, receive confirmations and reminders, and amend bookings online. Operational teams can manage capacity, enforce booking rules, monitor attendance and report on site utilisation.

1.4.3 Parking Permit / Visitor Parking Booking

Verso supports the digital management of resident permits, visitor permits, business permits and controlled parking schemes. Residents and businesses can apply, upload evidence, make payments and manage permits online. Automated validation, renewals and notifications reduce administration while operational teams gain visibility of permit status, compliance and usage.

1.4.4 Garden Waste Subscription and Collection Booking

Verso enables residents to subscribe to garden waste services, book collections, manage renewals and make payments digitally. Automated workflows manage subscription status, reminders, missed collection reporting and operational scheduling, improving service reliability and customer experience.

1.4.5 Bulky Item Collection Booking

Verso enables residents to book bulky waste collections online, select item types, choose available slots and make payments. Automated confirmations, reminders and operational scheduling improve efficiency, reduce call volumes and streamline field operations.

1.4.6 Pest Control Booking and Service Management

Verso enables residents to book pest control visits online, select preferred appointment slots and receive automated confirmations and reminders. Operational teams can manage scheduling, assign visits, capture inspection outcomes, upload evidence and track follow-up actions.

1.4.7 Sports Facility Booking

Verso supports the booking and management of sports facilities such as leisure centres, pitches, courts and community halls. Users can view availability, reserve time slots, make payments and receive confirmations. Facility managers can manage capacity, block bookings, cancellations, maintenance schedules and utilisation reporting.

1.4.8 Room and Meeting Room Booking

Verso provides digital room and meeting space booking for council buildings, libraries and community venues. Users can view availability, request reservations and manage changes online. Administrators can control access rules, capacity limits, pricing, approvals and reporting.

1.4.9 Sports Activity and Class Booking

Verso supports booking for structured activities such as fitness classes, swimming sessions and community programmes. Users can browse schedules, reserve places, manage attendance and receive reminders. Capacity controls and waitlist functionality support fair access and demand management.

1.4.10 Volunteer Booking and Scheduling

Verso supports digital scheduling and management of volunteer activities, enabling councils to coordinate shifts, availability and attendance efficiently. Volunteers can register, book shifts, receive automated confirmations and reminders, and manage availability through the self-service portal.

1.4.11 Registrar Appointment (Birth, Deaths, Marriages)

Verso supports online booking for registrar services including birth registrations, death registrations, notices of marriage and civil ceremonies. Citizens can select appointment types, availability and locations, receive confirmations and reminders, and upload supporting information where required. Operational teams manage capacity, schedules, compliance workflows and statutory reporting.

1.5 Verso Booking Platform - Service Features (Summary)

Verso Booking is delivered as a ready-to-use cloud service and supports the digital management of bookings and appointments through configurable rules, automation and self-service access.

Key service capabilities are summarised below, with detailed descriptions provided in later sections.

- Online booking, rescheduling and cancellation management
- Secure self-service citizen portal with real-time status updates
- Automated scheduling, confirmations, reminders and notifications
- Capacity management and availability controls
- Integrated online payments and fee collection (where applicable)
- Operational workflow management and task routing
- Reporting, performance dashboards and management information
- Integration with internal council systems and third-party service
- Role-based access controls, audit trails and security monitoring

Automation across the platform reduces administrative effort, improves service consistency and enables teams to focus on operational delivery and customer experience rather than manual coordination.

1.6 Verso Self-Service Customer Portal (Dashboard)

Verso includes a secure, web-based self-service portal enabling **residents, service users, volunteers and stakeholders** to manage bookings and service interactions digitally. Access supports Multi-Factor Authentication (MFA).

Portal functionality includes:

- Submission of booking requests, reservations and service requests
- Real-time tracking of booking status, appointment confirmation and service progress
- Upload and management of supporting documentation and evidence where required
- Secure two-way communication with council service teams

- Online payments and payment history (where applicable)
- Storage and reuse of common user data to streamline future bookings and submissions

Users can manage changes, cancellations and responses to service requests through the portal, with all activity recorded to support audit, service transparency and operational accountability.

Verso Booking is a cloud-based, purpose-built booking platform designed to support local authorities in the digital management of citizen services. The service is delivered as an out-of-the-box solution, enabling rapid implementation without the requirement for in-house software development.

1.6.1 Out-of-the-Box Booking Platform

The service is provided pre-configured to support common public sector booking and appointment requirements, enabling local authorities to implement the platform with minimal setup. It supports a wide range of service types, including **pest control visits, sports and leisure facility bookings, room and venue reservations, garden waste and bin collection bookings, and volunteer scheduling**.

Configuration options are available to support local service rules, capacity models and operational policies without bespoke development.

Online Booking Portal and Self-Service Dashboard

Verso Booking includes a secure online portal enabling residents, service users and volunteers to manage interactions with council services digitally..

The self-service dashboard allows users to:

- Submit booking requests, reservations and service requests
- View booking status, appointment details and confirmations
- Check payment status and view payment history (where applicable)
- Respond to requests for information or operational updates
- Upload and manage supporting documentation where required
- Access correspondence, notifications and reminders

All interactions are logged within the system to provide a complete audit trail.

Automated Booking Workflows

The service supports automated workflows across the booking lifecycle, including request submission, availability validation, confirmation, scheduling, rescheduling, cancellations and notifications. Workflows can be configured to reflect different service models and operational processes.

Automation reduces manual intervention, supports consistency and improves service delivery efficiency.

Automated Notifications and Reminders

Verso Booking provides automated notification functionality. Reminders and alerts can be generated for upcoming appointments, missed bookings, cancellations, documentation requirements and key service milestones.

Notifications support attendance, reduce failed appointments and improve operational planning.

Integrated Payments

The service integrates with secure online payment services to enable users to pay for chargeable services digitally where applicable. Payment status is updated in real time and visible to both service users and operational teams.

Reporting and Management Information

Verso Booking includes a reporting suite providing operational and performance reporting as standard. Reports support service utilisation monitoring, capacity planning, demand analysis and service improvement.

Reports can be generated in real time and scheduled for automated delivery to authorised users.

Mobile-Optimised Cloud Service

As a cloud-based service, Verso Booking is accessible via standard web browsers on desktop, tablet and mobile devices. This supports flexible working for operational staff, including access in the field and at remote locations.

Security, Compliance, and Audit

The service supports secure data management and access controls, including role-based permissions and Multi-Factor Authentication (MFA). Audit trails are maintained for bookings, payments, communications and user activity.

The platform is designed to support compliance with data protection legislation, including UK GDPR.

Integration Capabilities

Verso Booking supports integration with other local authority systems including CRM, finance, scheduling, GIS and third-party service providers. Secure APIs enable automation and reduce duplicate data entry.

Scalability and Ongoing Development

The service is designed to support varying booking volumes and evolving service requirements. Ongoing platform enhancements are included as part of the service and informed through structured customer engagement and user groups.

User and Role Management

The platform supports multiple user roles, enabling local authorities to control access and assign responsibilities across administrative, operational and managerial functions.

1.6.2 Verso Self-Service Customer Portal (Dashboard)

The Verso platform includes a secure, web-based self-service customer portal that enables residents, service users and stakeholders to submit booking requests and service enquiries at any time. Access to the portal supports Multi-Factor Authentication (MFA) to enhance user security.

Core Portal Capabilities

The self-service portal enables users to:

- Monitor booking status with real-time visibility of appointment confirmation, changes and key milestones
- Upload supporting documentation or evidence where required
- View and download correspondence, including system notifications, confirmations and service communications
- Communicate directly with council services using secure two-way messaging within the platform

Account Management

Registered users can manage their account details through the portal, including:

- Updating contact information and communication preferences
- Storing commonly used information, such as addresses, service preferences and reference numbers
- Reusing stored information to pre-populate booking forms, reducing repetitive data entry and improving accuracy

Payments and Transaction Management

The Verso™ platform integrates with the local authority's payment gateway via an API connection, enabling secure online payments.

Payment-related functionality includes:

- **Online payment submission** for licence applications and related fees
- **Real-time payment status updates** returned from the payment provider
- **Bulk payment capability**, allowing users submitting multiple bookings to make a single consolidated payment

Service Requests and Communications Management

The portal supports the submission and management of service requests and related communications.

This functionality enables:

- Submission of service requests, amendments and cancellations by residents and stakeholders

- Real-time capture of service interactions for operational team review
- Visibility of request status, acknowledgements and progress updates
- Secure two-way communication regarding service delivery
- Automatic recording and retention of all interactions, providing a full audit trail to support service transparency and operational accountability

1.7 Verso Core Features

Verso is a cloud-based service delivery platform designed to support local authorities in the digital management of bookings, appointments, inspections and operational services. The service is delivered as a ready-to-use solution and provides a single environment for managing operational processes, data and citizen engagement.

Data and Record Management

- Centralised management of addresses, people, and organisations, with support for integration to corporate LLPs
- Unified records linking bookings, service requests, assets, inspections, communications, actions and outcomes
- Advanced search and filtering across all records to support operational delivery and service management

Case and Workflow Management

- Configurable workflows supporting bookings, inspections, service requests and operational activity
- Automated task generation, assignment, and status tracking
- Caseload and capacity views providing oversight at individual, team and service levels
- Workflow-driven alerts and reminders to support timely action and service delivery

Bookings and Service Management

- End-to-end digital management of bookings, reservations, amendments and cancellations
- Structured handling of service requests, including triage, investigation and resolution
- Scheduling, recording and completion of inspections, visits and service appointments
- Operational case tracking for incidents, service issues and corrective actions
- Creation and management of service notices, confirmations and operational communications

Digital Access and Self-Service

- Secure online access for residents, service users and volunteers

- Self-service dashboards enabling users to submit bookings, view status, respond to requests and manage documentation
- Automated confirmations and reminders to reduce missed appointments
- Integrated online payments with real-time visibility of transaction status (where applicable)

Reporting and Operational Insight

- Built-in operational and statutory reporting to support service oversight and performance management
- Dashboards presenting key utilisation, demand and service delivery metrics
- Data export and reporting interfaces supporting downstream analysis and integration

Integration and Interoperability

- REST-based APIs enabling integration with finance systems, CRM platforms, GIS solutions and third-party services
- Secure data exchange to reduce duplication and improve operational efficiency
- Tools to manage and monitor system integrations and data flows

Mobile and Flexible Working

- Browser-based access across desktop and mobile devices
- Support for field-based working, including inspections and enforcement activity
- No requirement for local infrastructure or specialist client software

Communications and Document Handling

- Automated production of confirmations, reminders and service communications
- Reusable templates and merge fields to ensure consistency
- Secure storage and indexing of documents and evidence within service records

Security, Access, and Administration

- Role-based permissions to control access to data and functionality
- Support for **Multi-Factor Authentication (MFA)** to enhance account security
- **Single Sign-On (SSO)** integration with corporate identity providers
- Comprehensive audit logging of user activity and system actions
- Designed to support UK GDPR and public sector information security requirements

1.8 Verso Return on Investment

Verso Booking is designed to improve operational efficiency across high-volume citizen services by reducing manual booking administration, inbound contact handling and scheduling effort through digital self-service and automation. The service supports online bookings, automated confirmations, reminders, workflow automation and out-of-the-box configuration, enabling services to scale without proportional increases in staffing.

Indicative Efficiency Benefits

Based on typical booking and appointment workloads within district and unitary councils, use of automation within the Verso platform may deliver the following indicative benefits:

- **Reduction in manual booking handling time: typically 50%–80% per booking**
- **Average staff time saved per booking: approximately 5–12 minutes**
- Reduced inbound telephone and email enquiries due to real-time self-service visibility
- Reduced failed appointments through automated reminders and confirmations
- Reduced re-keying of data across systems

Example Time Saving (Illustrative)

The following example is provided for illustration only.

Assuming a council processes **40,000 bookings per year** across services such as pest control, garden waste, bulky waste, sports facilities, room bookings and volunteer scheduling:

- 40,000 bookings × average **8 minutes saved per booking**
- **320,000 minutes saved per year**
- **5,333 officer hours saved annually**

Indicative Staffing Impact

- $5,000 \text{ hours} \div 1,650 \text{ hours per full-time equivalent (FTE)}$
- **Equivalent to approximately 3.2 FTEs of administrative workload capacity**

Indicative Financial Impact

- $3 \text{ FTEs} \times \text{£}35,000 \text{ estimated average employment cost}$
- **Indicative annual efficiency value of approximately £112,000**

(This excludes additional savings from reduced contact centre demand, failed appointments and paper processing.)

Payback Period

Verso Booking is delivered as a cloud-based, out-of-the-box service, reducing implementation complexity and avoiding the need for in-house development. In typical deployments, implementation costs may be recovered within **6–12 months**, followed by recurring efficiency benefits in subsequent years.

Additional Operational Benefits

- Improved customer experience through self-service access
- Increased service capacity without additional staffing
- Reduced call handling and enquiry volumes
- Improved appointment attendance and utilisation
- Improved data quality and operational visibility
- Increased resilience during seasonal peaks
- Reduced environmental impact from paper-based processes

1.9 Verso Onboarding and Implementation

Onboarding and Implementation

Verso Booking is provided as a cloud-based service and is onboarded using a structured, phased implementation approach. Onboarding is designed to enable customers to adopt the service efficiently using standard product configuration and agreed delivery milestones.

Onboarding Approach

Onboarding activities begin following contract award and include service initiation, configuration, data setup and User Acceptance Testing (UAT). Initial onboarding focuses on enabling high-volume and business-critical booking services to support early operational benefit.

The onboarding sequence typically prioritises:

- High-volume citizen booking services (e.g. garden waste, bulky waste, pest control)
- Appointment-based services (e.g. inspections, facility bookings, room reservations)
- Volunteer scheduling and internal service bookings

Additional services and service variations are onboarded in subsequent phases.

Implementation Timescales

The first end-to-end booking process is typically configured and made available for User Acceptance Testing (UAT) within **4-6 months** of service commencement, subject to customer engagement and timely provision of required information.

Full onboarding of all agreed booking services is typically completed within **12–14 months**, depending on:

- Customer resource availability

- Number and complexity of services onboarded
- Data migration volumes and data quality
- Integration requirements
- Adoption of standard product configuration

Configuration and Change Control

Verso Booking is delivered as an out-of-the-box service. Onboarding timelines are based on adoption of standard workflows and configurations.

Standard onboarding includes an allowance of **40 hours** for configuration and limited customisation, including service workflow configuration, capacity rules and reporting setup. Where additional configuration or changes are requested beyond this allowance, further work can be delivered through the purchase of additional 40-hour Customisation packs. Additional configuration may impact onboarding timelines.

Service Extensions and Operational Modules

Where additional operational modules such as inspections, compliance workflows or advanced integrations are required, onboarding activities are planned and delivered through agreed phased implementation plans.

Customer Responsibilities

Customers are responsible for:

- Providing timely access to subject matter experts
- Participating in design and review sessions
- Supporting User Acceptance Testing
- Providing required data, business rules and configuration decisions
- Supporting integration access where required

Delays in customer input may affect onboarding timelines.

Offboarding

Offboarding arrangements, including data export and service termination activities, are managed in accordance with the contract terms and agreed exit plan.

1.10 Verso Mobile Working and Browser Compatibility

The Verso™ platform is accessed through a standard web browser and does not require specialist client software. It is compatible with all commonly used modern web browsers, including:

- Google Chrome

- Apple Safari
- Microsoft Edge
- Mozilla Firefox

The service can be accessed on a wide range of devices, including desktop and laptop computers, tablets, and smartphones, across commonly used operating systems such as Windows, macOS, iOS, and Android.

Mobile and Field-Based Use

Verso supports remote and mobile working by providing browser-based access to live system data. Authorised users can securely access the platform while working away from the office, including during service delivery, inspections, site visits and operational activities.

From mobile or tablet devices, authorised users can:

- Search and view bookings, service requests and schedules in real time
- Review and update service records and operational tasks
- Record inspection outcomes, service completion and follow-up actions
- Capture notes, photographs and supporting information
- Update appointment status and completion details

All updates are saved directly to the central system and are immediately available to other authorised users, ensuring consistency between field-based activity and back-office operations.

1.10.1 Back Office Functionality

The Verso™ platform includes a robust back-office system designed to provide council staff with an intuitive and secure control panel. Key features of the back-office functionality include:

- **Unique User Logins:** Each individual council user is provided with their own unique login credentials, ensuring secure access to the system and protecting sensitive information.
- **Role-Based Permissions:** Administrators have the ability to set permissions based on user roles. This allows for tailored access to specific areas of the system, ensuring that users only have access to the functionality necessary for their role.
 - **Role-Based Access Control:** Permissions can be set for different roles, such as view-only access, update rights, delete rights, and system administration rights. Administrators can define these permissions based on the needs and responsibilities of each user.
 - **Customisable User Permissions:** Administrators can apply pre-set roles to new users and also update the permissions for individual users or groups, providing flexibility in managing access to the system.

- **User Management:** Through the user management area of the Verso™ control panel, administrators can easily add, remove, or modify user accounts, and update permissions as needed for each user or group of users.
- **Non-Technical User Management:** The back-office system is designed with ease of use in mind, allowing non-technical staff to manage various administrative tasks without requiring specialised IT knowledge.
 - **Reporting Tools:** Users can generate and view detailed reports on various licensing activities, providing valuable insights into booking status, payments, compliance, and more.
 - **Document and Template Management:** The platform includes tools for updating and managing documents, templates, and correspondence, which can be easily adjusted by authorised users to keep materials up to date.
- **Audit Trails:** The back-office system maintains comprehensive logs of user actions and changes made within the system, ensuring accountability and traceability for administrative tasks.

This back-office functionality allows for streamlined user management, secure access control, and easy system maintenance, while empowering staff with the tools needed to efficiently manage booking processes and ensure smooth operations.

1.10.2 Workload Management & Officer Dashboard (Back Office)

The **Verso™** platform provides officers, managers, and team leaders with powerful tools for managing and monitoring workloads, ensuring that tasks are completed efficiently and on time. Key features include:

- **Operational Dashboard:**
 - Users are provided with a personalised dashboard displaying real-time visibility of their assigned workload, including key operational categories such as:
 - **Open Tasks:** Bookings, service requests and actions requiring attention
 - **Completed Tasks:** Tasks that have been completed or closed
 - **In Progress:** Tasks currently being worked on
 - **Due Soon:** Tasks approaching their target completion date or appointment time
 - **Overdue:** Tasks that have exceeded agreed service targets
 - **Drill-Down Functionality:** Users can drill down into any category to view detailed task information, service records and related documentation.

- **Task Allocation & Notifications:**
 - When a new booking, service request or operational task is assigned, the platform automatically notifies the assigned user by email and in-system alert.
 - If tasks are reallocated or updated, automatic notifications ensure users remain informed of changes to responsibilities and priorities.
 - Task ownership, escalation rules and service-level targets can be configured to align with operational policies.
- **Task Review & Action Prompts:**
 - Users can filter tasks by priority, service type, deadline, location or operational risk.
 - The dashboard highlights overdue tasks and tasks due imminently.
 - Automated prompts and reminders support timely completion of service activities and follow-up actions.
- **Manager & Supervisor Oversight:**
 - Managers can view workloads by individual, team, service area or location.
 - Real-time visibility supports proactive workload balancing and resource allocation.
 - Performance dashboards highlight throughput, response times and backlog trends.
 - Managers can identify service bottlenecks and target improvement actions.

This functionality enhances operational efficiency by providing clear visibility into workload management, ensuring tasks are completed on time, and enabling managers to allocate resources and monitor performance effectively.

1.10.3 Auditing

The Verso platform provides permissioned back-office users with access to comprehensive audit trails across booking and service operations. Audit history can be viewed by **user, booking, service request, asset, inspection or operational record**, providing full traceability of system activity.

Users can access a read-only audit view on records assigned to them, displaying the **most recent changes (typically the last 20 updates)** to support operational awareness and handover between team members.

Field-level audit indicators enable users to hover over individual data fields to view the **last updating user, date and time stamp**, supporting accountability, data integrity and governance.

Audit access is controlled through role-based permissions and supports internal audit, service assurance and regulatory compliance.

1.10.4 Automatic Notifications & Reminders System

The Verso platform includes automated notification and reminder capabilities that enhance operational workflow management, ensuring that operational staff are promptly informed of important updates and that service users receive timely reminders for upcoming appointments and required actions.

- **Automatic Notifications for Record Updates:**
 - If a user who is not the assigned owner updates a booking, service request or operational record, an automatic notification is sent to the assigned user.
 - This ensures that responsible users are aware of changes and can take any required follow-up actions.
 - Automated notifications reduce the risk of missed updates and support consistent service management.
- **System Scheduler for Appointment and Compliance Reminders**
 - The system scheduler can be configured to automatically issue reminders based on predefined timelines, including:
 - **Appointment Reminders:** Upcoming service visits, inspections, facility bookings and scheduled activities
 - **Documentation reminders:** Outstanding documents or information required to progress a booking or service request
 - **Follow-up actions:** Outstanding corrective actions, re-visits or service completion activities

Reminders can be delivered via approved messaging services (such as GovNotify where applicable), including email and in-system notifications. Notifications are also visible within the self-service portal.

Reminders can be configured to continue until the required action has been completed, ensuring that critical steps are not overlooked.

- **Workflow Allocation and Reallocation Notifications:**
 - When a new booking, service request or operational task is allocated or reallocated, the system automatically notifies the assigned user.
 - Notifications ensure immediate awareness of workload changes and support timely task initiation.
 - This supports smooth operational handover and workload balancing.

These features improve operational efficiency through timely communication, clear accountability and proactive management of appointments and service delivery activities.

1.10.5 Email Builder

The Verso platform includes a powerful Email Builder feature designed to streamline the creation and management of automated operational correspondence. This capability supports effective communication with residents, service users, volunteers, contractors and internal stakeholders, while ensuring all correspondence remains organised, auditable and easily accessible.

- **Support for Multiple Correspondence Types:**
 - The platform supports the creation and delivery of correspondence via **email, SMS and generated letters**.
 - All correspondence is automatically stored against the relevant operational record, including **booking, service request, asset, inspection or case records**, ensuring complete communication history is retained for audit and service assurance.
- **Read Receipt Functionality:**
 - For emails sent through the platform, a **read receipt** can be set up to notify the sender if the email has been opened by the recipient. This provides confirmation that the communication has been received and reviewed, improving accountability and follow-up processes.
- **Template Management:**
 - Operational staff can create and manage standardised email, letter and SMS templates.
 - Templates can be configured for common scenarios including booking confirmations, reminders, cancellations, service updates and follow-up actions.
 - Consistent templates support clarity, compliance and brand governance.
- **Attachment Support:**
 - Attachments can be included with outgoing correspondence, enabling staff to share supporting documents, guidance, confirmations and service information.
- **Individual or Group Sending:**
 - Emails can be sent individually or to a **filtered group** of records, allowing for targeted communication based on criteria such as service type, booking status, location, date range or operational priority.
- **Update Rules for Templates:**
 - Update rules can be configured to apply changes automatically across selected templates, ensuring that policy updates, wording changes or branding updates are consistently applied without manual rework.

This functionality improves communication efficiency, consistency and auditability while supporting flexible, scalable service communications.

1.10.6 Reporting

The **Verso™** platform offers robust reporting capabilities to help the Council manage and analyse booking activity, service performance and operational demand effectively.

Standard Reports:

The platform includes a suite of standard operational reports with built-in filtering, providing visibility across bookings, cancellations, attendance rates, service volumes, capacity utilisation and service turnaround times.

Reports support operational oversight, performance management and service improvement.

Automated Reporting:

- Reports can be scheduled to **automatically email** to a specified address on a regular basis (e.g., daily, weekly), ensuring timely delivery and reducing manual effort.
- Automated distribution reduces manual reporting effort and ensures timely availability of management information.

Operational and Performance Reporting:

- Reports support monitoring of service utilisation, peak demand periods, missed appointments, response times and resource capacity.
- Trend analysis supports service planning and continuous improvement.

Third-Party Reporting and Analytics Integration

- The platform supports integration with third-party reporting and analytics tools, such as Microsoft Power BI, via secure APIs.
- This enables advanced dashboarding, forecasting and cross-service reporting.

Optional Report Builder with SQL:

- The **Verso™** platform includes an **optional report builder** that allows users to create custom reports using **SQL** to generate views based on specific data queries, offering advanced flexibility in report creation and data analysis.

Service and Compliance Reporting

- Reports support operational governance requirements, including audit trails, service performance monitoring, equality monitoring and data protection reporting where applicable.
- Exportable datasets support regulatory reporting and internal audit activity.

This functionality ensures streamlined, automated, and configurable reporting to improve operational visibility, service performance and evidence-based decision making.

1.10.7 Fees and Charges

The Verso platform supports the calculation and management of charges associated with bookable services and chargeable council activities.

- **Automatic Fee Calculation:**
 - The platform can automatically calculate charges based on configurable service rules, booking type, duration, capacity, location and pricing policies defined by the authority.
 - Charges are calculated in real time during the booking process and presented transparently to the user.
- **Variable Charging Rules:**
 - The system supports flexible charging model, including:
 - Different pricing by service type, time band, location or capacity
 - Concessions, discounts or exemptions based on eligibility criteria
 - Promotional or seasonal pricing where applicable
- **Split and Staged payments:**
 - The platform supports splitting charges into staged or instalment payments where operationally required.
 - This supports subscription-based services or higher-value bookings.
- **Single Payment Options:**
 - Alternatively, the platform can enforce full payment at the point of booking or confirmation.
 - Payment rules can be configured to align with corporate finance policies.

This functionality ensures charging is accurate, flexible and transparent, reducing administrative workload while supporting consistent financial governance.

1.10.8 Payment Gateway Platform

The **Verso** platform integrates seamlessly with a chosen **payment gateway**, allowing for secure and efficient payment processing at specific points within the application process. Key features include:

- **Integrated Payment Processing:**
 - Payments are processed through an integrated payment platform, ensuring secure transactions within the booking flow.
 - Payment handling supports compliance with corporate security standards and payment provider controls.
- **Charge Breakdown:**
 - The platform supports the ability to split charges (for example separating service fees, additional options and administrative charges), with a clear cost breakdown displayed to users prior to confirmation.

- **Payment Confirmation and Workflow Progression:**
 - Once payment is authorised and confirmed, the booking or service request is automatically progressed.
 - Users receive automated confirmation notifications confirming payment receipt and booking submission.
 - Payment status is updated in real time and visible to operational teams.

This functionality ensures a smooth, transparent, and secure payment process for service users while maintaining accurate transaction handling and operational visibility.

1.10.9 Legacy and Third Party Systems Integration

The **Verso** platform provides flexible integration capabilities, enabling deployment as a standalone solution or seamless integration with existing legacy systems and third-party applications within the council's IT estate.

Legacy System Integration:

- The platform can integrate with existing corporate systems, including CRM, waste management systems, leisure management platforms, scheduling systems and line-of-business applications, through secure APIs supporting modern integration standards.
- Integration supports bi-directional data exchange to synchronise bookings, customer records, service requests and operational updates.

Flexible Integration Architecture

- Secure REST-based APIs enable integration with finance systems, identity platforms, GIS solutions, contact centre platforms and third-party service providers.
- Integration reduces manual data entry, improves data accuracy and supports end-to-end digital service delivery.

This integration capability ensures Verso operates efficiently within the council's existing technology landscape, supporting phased migration, system coexistence and long-term digital transformation.

1.10.10 Active Directory Integration

The **Verso** platform supports **Active Directory (AD) Integration** for local authorities seeking to maintain a **single sign-on** (SSO) solution for their officers. Key features include:

- **Single Sign-On:** Verso can be integrated with **Active Directory** to allow officers to authenticate and access the system using their existing AD credentials, streamlining user management and improving security.
- **User Group Setup:** A new **user group** must be created within AD to enable authentication within **Verso** ensuring that only authorised users have access to the platform.
- **Secure Traffic Routing:** Integration is facilitated through a **secure VPN** (Policy or Route-based), ensuring that communication between **Active Directory** and **Verso** is encrypted and secure.

This integration enhances security and simplifies the user experience by reducing the need for multiple logins and improving the overall administration of user access.

1.10.11 Role-based Permissions

The Verso platform utilises role-based permissions to ensure users have appropriate access to functions and data based on their operational role. This supports data security, governance and efficient service delivery.

- **User Profiles:** Typical user profiles include:
 - Systems Administrator
 - Service Manager
 - Supervisor
 - Operational Officer
 - Contact Centre / Data Entry
 - Inspector / Field Operative
 - Read-Only / Audit User

Roles can be configured to align with local organisational structures and service responsibilities.

- **User Management:**
 - Administrators can create, edit, deactivate and manage user accounts.
 - Role assignments control access to features, data visibility and workflow permissions.
 - User access can be restricted by service area, location or operational responsibility.
- **Password Management:**
 - Users can update their own passwords through the administration interface.
 - Password resets can be managed by authorised administrators or managers.
 - Multi-Factor Authentication (MFA) and Single Sign-On (SSO) can be enabled where required.

This role-based access model ensures users only have access to the information and functionality required for their role, supporting security, compliance and operational accountability.

1.10.12 Traffic Light System

The Verso platform incorporates a Red / Amber / Green (RAG) traffic light rating system to support rapid assessment, prioritisation and management of bookings, service requests and operational activity.

RAG Status Indicators:

- The system provides intuitive visual indicators (Red, Amber or Green) to highlight bookings or service requests that may present operational risk, incomplete information, missed appointments, safety concerns or outstanding actions.
- RAG status supports consistent decision-making and reduces the time spent manually reviewing low-risk activity.

Risk-Based Allocation and Prioritisation:

- Low-risk items (Green) can be routed to standard processing queues or automated workflows
- Medium and high-risk items (Amber and Red) are flagged for priority review, escalation or supervisory oversight.
- This enables operational teams to prioritise inspections, site visits, service interventions and follow-up activity based on risk rather than volume alone.

Incomplete and Exception Handling

- The platform highlights incomplete bookings, abandoned requests or missing information.
- Exception flags support proactive follow-up, customer contact or operational intervention where required.

Automated Action Prompts:

- The system automatically identifies when required actions have been completed, such as document uploads, confirmations, inspections or corrective actions
- Automated prompts reduce manual monitoring and follow-up effort.

Automated Communications and Status Tracking

- Verso automatically generates and sends standard communications, including confirmations, reminders, escalation notices and service updates.
- Booking and service status is tracked in real time, including draft, confirmed, completed, cancelled and exception states.
- Communications are retained within the service record to support audit and service transparency.

The RAG system improves operational efficiency, supports proactive service management and ensures consistent prioritisation across high-volume booking services.

1.10.13 Data Migration

Rocktime is experienced in efficiently migrating data from legacy systems to newly developed platforms, ensuring a smooth transition while maintaining data integrity and security. As part of the data migration process, we conduct thorough discovery sessions to evaluate various data aspects.

Key steps involved in the migration process include:

- **Discovery & Evaluation:** We begin by evaluating the field data, content, and supporting documents to assess their quality and relevance for migration.
- **Technical Review:** A comprehensive review will ensure the following:
 - **Migration Methodology:** Assessment of the approach for transferring data between systems.
 - **Data Security:** A robust security plan to safeguard sensitive information during migration.
 - **Migration Tool:** Evaluation of the technical features and capabilities of the proposed data migration tool.
 - **Team Expertise:** Ensuring that the platform and migration process are compatible with the skills of the team working on the project.
 - **Data Structure & Quality:** Review of the structure, volume, and overall quality of the data to ensure it is suitable for migration.
- **Pre-Migration Scoping Exercise:** We conduct a pre-migration scoping exercise to lay out the following:
 - **Mapping Rules:** Detailed mapping of the data to ensure consistency and correctness.
 - **Test Overview:** Specification of tools, reporting structures, and any constraints.
 - **Unit Testing:** Creation of a unit test specification to verify data and transformation processes.
 - **Integration Testing:** Ensuring data integrates properly with the target system through integration test specifications.
 - **Recovery Plan:** Planning for recovery options at each migration stage to ensure minimal disruption.
 - **Go-Live Plan:** A structured approach for going live, including all actions required to ensure a smooth transition.

The migration process is carefully designed and executed to ensure that data is securely transferred, accurately transformed, and successfully integrated into the new system with minimal downtime and disruption.

1.10.14 Data Deletion and GDPR Compliance

The Verso platform supports both automated and manual data deletion in accordance with the Council's GDPR obligations and data retention policies, enabling authorities to manage personal data securely and compliantly throughout its lifecycle.

Key capabilities include:

- **Automated Retention and Deletion**
Records can be configured for automatic deletion or anonymisation based on predefined retention schedules, ensuring consistent compliance with data protection and records management requirements.
- **Authorised Manual Deletion and Anonymisation**
Users with appropriate permissions can manually delete or anonymise records where required. This includes:
 - Anonymisation of personal data in response to Data Subject requests
 - Redaction of sensitive or restricted information
 - Deletion of personal data in line with statutory obligations and approved Council policies
- **GDPR-Aligned Data Management**
All deletion and anonymisation processes are designed to align with UK GDPR requirements, supporting secure handling of personal data and providing assurance of ongoing regulatory compliance.

1.11 Hosting & Security

All data within the Verso™ platform is **securely hosted in UK-based data centres**, ensuring compliance with UK data protection legislation and public sector security requirements. The platform is subject to **robust security controls**, including **annual ICT penetration testing conducted by an accredited independent third party**, providing assurance that vulnerabilities are proactively identified and addressed.

Verso™ is designed to align with recognised security standards and frameworks, including **ISO 27001** and **Cyber Essentials**, supporting a secure and resilient operating environment.

Key elements of the hosting and security architecture include:

- **No Local Data Storage**
No data is stored on end-user devices. All information is accessed securely via the cloud-hosted Verso™ platform, eliminating the need for device-level data management or remote wiping in the event of loss or theft.
- **Scalable and Resilient Hosting**
The platform is architected to scale dynamically, enabling the number of web servers and system resources to be increased or reduced in line with operational demand.

Rocktime's hosting services provide:

- **Secure Off-Site Hosting**
Business applications are protected through secure, off-site hosting with controlled access and monitoring.
- **UK-Based Data Centre Infrastructure**
Hosting is delivered from state-of-the-art UK data centres with enterprise-grade power resilience, physical security, environmental controls, and fire suppression systems.
- **Efficient Connectivity and Centralised Management**
Cost-effective connectivity options and centralised system monitoring ensure performance, availability, and operational oversight.
- **Regulatory and Security Compliance**
Hosting services adhere to **CESG (Pattern 10)** guidance and **UK GDPR**, ensuring data is managed and protected in accordance with recognised public sector standards.

1.11.1 Support & Warranty

Verso is provided with an ongoing **support and warranty service** covering platform maintenance, defect resolution, **legislative updates**, and continuous improvement. Support is delivered using an **Agile methodology**, enabling issues to be addressed and updates deployed on a rolling basis without reliance on infrequent, scheduled software releases.

This approach ensures that fixes, improvements, and **changes required to reflect legislative or regulatory updates**—such as **amendments to application form wording**—are delivered promptly and made available to customers as part of the standard service.

Key elements of the support and warranty service include:

- **Continuous Maintenance and Fixes**
Defects and system issues are resolved on an ongoing basis, minimising disruption and avoiding delays associated with traditional release cycles.
- **Legislative and Regulatory Updates**
Updates required to reflect changes in legislation, statutory guidance, or regulatory wording—including updates to application forms and related content—are **included as standard** and deployed centrally as part of the service.
- **Responsive Support Service**
Support is available throughout the lifecycle of the service, with a focus on timely response to incidents, queries, and service requests raised by users.
- **Warranty Coverage**
The warranty includes coverage for defects identified within the platform, providing assurance of system stability, reliability, and ongoing operational continuity.

1.12 Information Assurance

Verso™ is designed and operated with a strong focus on **information security**, ensuring customers can confidently meet their data protection and information assurance requirements. The platform is hosted within a **highly secure environment**, delivering agility, high availability, reliability, and resilient operational performance.

A **proactive approach to information security** is embedded across the design, hosting, and ongoing operation of Verso™. This commitment is demonstrated through compliance with recognised industry and public sector security standards, including **ISO 27001**, **ISO 9001**, **PCI DSS (SAQ-D)**, and **Cyber Essentials**, providing assurance that security controls are independently assessed and maintained.

	ISO 27001- Information Security Management: ISO27001 is the accepted global standard for Information Security. The certification requires regular external audit inspection of both physical and logical data protection structures. The ISO27001 accreditation requires a proactive approach to Information Security through a process of continual monitoring, risk assessment and management review.
	ISO 9001- Quality Management: ISO 9001 is a certified quality management system (QMS) which demonstrates Verso's ability to consistently provide products and services that meet the needs of their customers with an emphasis on quality, customer satisfaction and a commitment to continuous improvement.
	PCI Data Security Standard (DSS): PCI-DSS SAQ D encompasses the full set of over 200 requirements and covers the entirety of the PCI DSS for service providers. Core to this level of compliance is quarterly internal and external scans and penetration tests on our network by an Approved Scanning Vendor (ASV).
	Cyber Essentials: Cyber Essentials certified complying with the requirements as set out in the Cyber Essentials Scheme.

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