



Fleet Management, Inspections &  
Enforcement

G-Cloud Service Definition

Verso: Ready Out of the Box

Commercial in confidence

Version: 1

Dec 2025

Rocktime Software Development

Rocktime Limited: Regus Oxford Point, 19 Oxford Road,  
Bournemouth, Dorset BH8 8GS

Email: [rtsales@rocktime.co.uk](mailto:rtsales@rocktime.co.uk)

Tel: 01202 678777

# Contents

|                                                                        |    |
|------------------------------------------------------------------------|----|
| Contents .....                                                         | 1  |
| 1. Introduction .....                                                  | 2  |
| 1.1 Verso – Service Overview .....                                     | 2  |
| 1.2 Scotland and Wales Support and Bilingual Capability .....          | 2  |
| 2. Verso Fleet Management.....                                         | 3  |
| 2.1.1 Verso Fleet Management - Service Features (Summary) .....        | 4  |
| 2.1.2 Verso Inspections, Incidents and Compliance Case Management..... | 4  |
| 2.1.3 Inspections Management .....                                     | 4  |
| 2.2 Verso Fleet Self-Service Portal (Dashboard).....                   | 7  |
| 2.3 Verso Inspections, Incidents and Compliance Case Management.....   | 9  |
| 2.4 Verso Core Features – Fleet Management.....                        | 12 |
| 2.5 Verso Return on Investment – Fleet Management.....                 | 14 |
| 2.6 Verso Fleet Onboarding and Implementation.....                     | 15 |
| 2.7 Verso Mobile Working and Browser Compatibility.....                | 16 |
| 2.7.1 Back Office Functionality .....                                  | 17 |
| 2.7.2 Attachments .....                                                | 18 |
| 2.7.3 Workload Management & Operational Dashboard (Back Office) .....  | 19 |
| 2.7.4 Auditing .....                                                   | 20 |
| 2.7.5 Automatic Notifications & Reminders System .....                 | 20 |
| 2.7.6 Email Builder.....                                               | 21 |
| 2.7.7 Reporting.....                                                   | 22 |
| 2.7.8 Fees and Charges .....                                           | 23 |
| 2.7.9 Payment Gateway Platform.....                                    | 24 |
| 2.7.10 Legacy and 3 <sup>rd</sup> Party Systems.....                   | 24 |
| 2.7.11 Active Directory Integration .....                              | 25 |
| 2.7.12 Role-based Permissions .....                                    | 25 |
| 2.7.13 Operational Workflows.....                                      | 26 |
| 2.7.14 Traffic Light System .....                                      | 26 |
| 2.7.15 Data Migration .....                                            | 27 |
| 2.7.16 Data Deletion and GDPR Compliance .....                         | 28 |
| 2.8 Hosting & Security .....                                           | 28 |
| 2.8.1 Support & Warranty .....                                         | 29 |
| 2.9 Information Assurance.....                                         | 30 |

# 1. Introduction

## 1.1 Verso – Service Overview

Verso Fleet Management is a purpose-built public sector fleet management platform, developed and refined through long-term collaboration with local authorities and public sector operators. Designed specifically to support regulated fleet operations, the platform provides a ready-to-use, out-of-the-box solution that reduces operational complexity, accelerates implementation and supports consistent, compliant fleet management from day one.

Delivered on a secure, modern cloud-based platform, Verso enables organisations to deploy fleet management services rapidly without the need for local infrastructure, specialist technical resources or in-house software development. The platform is designed to support high-volume fleet operations, providing the resilience, scalability and governance required to manage large vehicle portfolios efficiently while maintaining full auditability and operational control.

Verso supports the end-to-end management of fleet activities, automating processes across vehicle registration, compliance monitoring, inspection scheduling, defect reporting, maintenance tracking, renewals, documentation management and performance reporting. Integration with relevant third-party systems and APIs is provided as standard, enabling secure data exchange, reducing duplicate data entry and improving data accuracy and operational efficiency.

Agile by design, Verso can be configured to reflect local operational policies and service requirements using standard configuration and enhancement packs, without the need for bespoke development. This approach enables organisations to respond quickly to regulatory change, service growth and evolving operational demands, while maintaining consistency, governance and predictable delivery timescales.

Ongoing product development is informed through structured customer engagement and user groups. Standard platform enhancements and regulatory updates are provided as part of the core service. 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 operational requirements.

## 1.2 Scotland and Wales Support and Bilingual Capability

Verso Fleet Management 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 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.

## 2. Verso Fleet Management

Verso Fleet Management is a cloud-based, purpose-built fleet management platform delivered out of the box, enabling public sector organisations to go live with fleet operations management in months rather than years, without reliance on extensive internal development.

Verso Fleet Management supports the management and compliance of vehicle fleets across a broad range of operational use cases, including:

- Corporate and pool vehicle fleets
- Operational service vehicles and plant
- Taxi and licensed vehicle fleets
- Specialist and regulated vehicle fleets
- Contractor and shared service fleets

The platform supports configuration of workflows and processes through standard configuration and customisation packs, enabling organisations to manage varying fleet policies, inspection regimes and compliance requirements without bespoke development.

Regulatory updates and platform enhancements are included as part of the annual support and warranty. Ongoing product development is informed by structured customer engagement and user groups, providing visibility of new features and the ability to adopt enhancements as part of the standard service or through optional chargeable customisation packs.

Automated compliance monitoring, inspections scheduling, renewals, reminders and alerts reduce administrative effort and support efficient fleet operations, allowing teams to focus on safety, performance, and service delivery.

### 2.1.1 Verso Fleet Management - Service Features (Summary)

Verso Fleet Management is delivered as a ready-to-use cloud service and supports the digital management of fleet operations through configurable workflows, automation and self-service access.

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

- Digital vehicle registration, inspection, maintenance and compliance management
- Secure self-service portals for drivers, operators and managers
- Automated workflows, reminders, alerts and renewals
- Integrated cost tracking, invoicing and payment management
- Defect reporting, incident tracking and corrective action management
- Reporting, compliance monitoring and management information
- Integration with internal council systems and third-party APIs
- Role-based access controls, audit trails and governance monitoring

Automation across the platform reduces administrative effort, improves consistency and enables fleet teams to focus on safety, performance and service outcomes rather than manual processing.

### 2.1.2 Verso Inspections, Incidents and Compliance Case Management

Verso provides integrated case management to support **vehicle inspections, incident reporting and compliance activity** across fleet operations. These capabilities operate within a single system of record, ensuring consistency, auditability and visibility across operational and regulatory activity.

### 2.1.3 Inspections Management

The Verso Inspections module supports the planning, execution, and recording of inspections associated with fleet operations and regulator compliance.

#### Inspection Planning and Scheduling

- Scheduling of inspections based on vehicle type, location, risk profile, mileage, usage or previous outcomes
- Automated reminders and notifications to drivers, inspectors and fleet managers
- Support for planned, ad-hoc, and follow-up inspections

#### Inspection Execution and Data Capture

- Standardised inspection templates aligned to vehicle categories and compliance requirements
- Configurable inspection forms to support local operational procedures
- Mobile access for on-site and roadside inspections
- Capture of inspection findings, defect details, checklists, photographs and supporting evidence

#### Outcomes and Follow-Up

- Automatic identification of non-compliance based on inspection results

- Triggering of follow-up actions, including requests for information, re-inspections, or compliance escalation.
- Tracking of corrective actions through to completion.

### Inspection Reporting and Audit

- Reporting on inspection activity, outcomes, and compliance levels
- Full audit trail of inspection actions, approvals and decisions

### 1.4.2 Incident and Defect Management

The Verso Incident module supports the capture, investigation and resolution of **vehicle defects, safety incidents and operational issues**.

#### Incident Submission and Capture

- Online incident and defect reporting by drivers and operational staff, including evidence upload
- Capture of incidents reported via alternative channels (telephone, depot reporting, email)
- Classification of incidents by severity, category, vehicle and operational impact

#### Incident Tracking and Case Creation

- Automatic creation of incident records with unique reference identifiers
- Status tracking and updates for submitted incidents
- Automated routing to appropriate operational teams or managers

#### Linking to Fleet Records

- Search and selection of relevant vehicle, driver, asset or route records
- Automatic linking of incidents to vehicle history and maintenance records
- Notifications to relevant operational stakeholders where appropriate

#### Investigation and Resolution

- Recording of investigative actions, communications, and findings
- Visibility of historical defects and compliance status
- Documentation of remedial actions, repairs and preventative measures
- Final status assignment and case closure

#### Audit and Reporting

- Full audit trail of incident handling and resolution

- Reporting on incident volumes, response times, recurring defects and trends

### 1.4.3 Compliance and Enforcement Case Management

Verso Compliance supports the full lifecycle of **fleet compliance and regulatory enforcement cases** involving vehicles, drivers and operational assets.

#### Case Creation and Classification

- Creation of enforcement cases categorised by:
  - Vehicles
  - Drivers or operators
  - Assets or depots
- Capture of case details, non-compliance type, location and supporting evidence

#### Investigation Management

- Structured investigation workflows aligned to fleet compliance policies
- Verification of vehicle certification, inspections and maintenance records
- Integration with external verification services where available
- Scheduling and completion of follow up inspections.

#### Issuing Compliance Actions

Verso supports the generation and management of compliance actions, including:

- Defect rectification notices
- Vehicle suspension or restriction actions
- Safety improvement requirements
- Maintenance escalation actions
- Operational restrictions

Actions include required remediation activities and compliance deadlines.

#### Response, Escalation, and Monitoring

- Tracking responses and remedial actions
- Monitoring compliance deadlines and completion status
- Automated reminders and escalation for overdue actions
- Escalation to management or regulatory review where required

## Case Closure and Outcomes

- Recording of resolution outcomes and corrective actions
- Automatic case closure upon verified compliance
- Final communications issued and retained within the case record

## Compliance Reporting and Audit

- Reporting on compliance activity, outcomes, and trends
- Identification of repeat defects, high-risk assets and operational patterns
- Comprehensive audit logs for all compliance actions

## 2.2 Verso Fleet Self-Service Portal (Dashboard)

Verso includes a secure, web-based self-service portal enabling **drivers, fleet operators, managers and authorised stakeholders** to manage fleet interactions digitally. Access supports Multi-Factor Authentication (MFA).

### Portal functionality includes:

- Submission of defect reports, inspection checklists and service requests
- Real-time tracking of vehicle status, compliance actions and maintenance progress
- Upload and management of supporting documentation and evidence
- Secure two-way communication with fleet operations and compliance teams
- Access to inspection history, certificates and vehicle records
- Storage and reuse of common user data to streamline submissions

All activity is recorded within the platform to provide full auditability, traceability and operational transparency.

Verso Fleet Management is a cloud-based, purpose-built fleet platform designed to support public sector organisations in the digital management of vehicle fleets. The service is delivered as an out-of-the-box solution, enabling rapid implementation without the requirement for in-house software development.

### Out-of-the-Box Fleet Management Platform

The service is provided pre-configured to support common public sector fleet requirements, enabling organisations to implement the platform with minimal setup. It supports a wide range of fleet use cases, including corporate fleets, operational vehicles, licensed vehicles, specialist assets and contractor fleets.

Configuration options support local operational policies, inspection regimes and compliance requirements without bespoke development.

## Self-Service Dashboard and Operational Portal

The Verso self-service dashboard enables users to:

- Submit defect reports, inspection submissions and service requests
- View vehicle status, inspection outcomes and compliance actions
- Upload and manage supporting documentation
- Receive notifications and operational communications
- Track assigned tasks and corrective actions
- Access historical records and audit history

All interactions are logged to provide a complete audit trail.

## Automated Fleet Workflows

The platform supports automated workflows across fleet operations including inspections, maintenance scheduling, compliance checks, defect management and escalation processes. Workflows are configurable to reflect different vehicle categories, risk profiles and operational policies.

Automation reduces manual intervention, supports consistency and improves operational efficiency.

## Automated Alerts and Compliance Notifications

Verso provides automated alerts for key operational and compliance events including inspection due dates, certificate expiry, overdue maintenance, defect escalation and regulatory deadlines.

Notifications support proactive fleet management and reduce operational risk.

## Integrated Cost Management

The platform supports integration with finance systems to track maintenance costs, repairs, invoicing and operational expenditure where required.

## Reporting and Management Information

Verso includes a reporting suite providing operational, compliance and performance reporting. Reports can be generated in real time and scheduled for automated distribution to authorised users.

## Mobile-Optimised Cloud Service

Verso is accessible via standard web browsers on desktop, tablet and mobile devices, supporting field inspections, roadside checks and remote working.

## Security, Compliance, and Audit

The service supports secure data management and access controls, including role-based user permissions. Audit trails are maintained for applications, decisions, payments, and user actions.

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

## Integration Capabilities

Verso supports integration with council systems including asset management, HR, finance, telematics, GIS and third-party verification services through secure APIs.

## Scalability and Ongoing Development

The platform is designed to scale with fleet growth and regulatory change. Ongoing development is informed through structured customer engagement and user groups. Standard enhancements are included as part of the core service. Optional customer-specific configuration is available through chargeable customisation packs.

## User and Role Management

The platform supports multiple configurable user roles enabling appropriate segregation of duties across operational, compliance and management team

## 2.3 Verso Inspections, Incidents and Compliance Case Management

Verso provides integrated case management to support fleet inspections, incident handling, defect resolution and compliance activity across vehicles, drivers and assets.

### Incident and Defect Management

- Online defect and incident submission with evidence upload
- Multi-channel capture including depot, mobile and supervisor reporting
- Classification by severity, safety risk and operational impact
- Automated routing and prioritisation
- Full audit trail of actions and outcomes

### Inspection Workflows

Verso supports structured inspection workflows associated with defects and routine inspections.

Inspection functionality includes:

- Scheduling and assignment of inspections
- Mobile inspection templates and checklists
- Evidence capture including photographs and documents
- Automated escalation for non-compliance
- Linking inspections to vehicle records

### Compliance Case Management

The service provides tools to manage cases from initial identification through to resolution.

Compliance functionality includes:

- Creation of compliance cases for vehicles, drivers and assets

- Investigation workflows and evidence management
- Remediation tracking and deadline monitoring
- Escalation management and approvals
- Full lifecycle case reporting

### **Compliance Actions**

- Defect rectification notices
- Vehicle suspension or restrictions
- Safety improvement actions
- Maintenance escalation

### **Reporting and Audit**

- Compliance trend reporting
- Risk identification and repeat issue detection
- Comprehensive audit logging

### **Enforcement Case Management**

Verso Enforcement supports the full lifecycle of enforcement cases involving individuals, businesses, and premises.

### **Case Creation and Classification**

- Creation of enforcement cases categorised by entity type:
  - Individuals
  - Businesses or organisations
  - Properties or premises
- Capture of case details, violation type, location, and supporting evidence

### **Investigation Management**

- Structured investigation workflows aligned to entity type
- Identity and licence checks against system records
- Integration with external services (where available) to support background checks and verification
- Scheduling and completion of inspections as part of enforcement activity

## Issuing Enforcement Notices

Verso supports the generation and management of enforcement notices, including:

- Warning notices
- Fines
- Suspension or revocation notices
- Remediation and corrective action orders
- Cease-and-desist notices

Notices include clear descriptions of violations, required actions, and compliance deadlines.

## Response and Compliance Monitoring

- Tracking of responses to enforcement notices
- Monitoring of compliance actions and deadlines
- Automated reminders and escalation where compliance is not achieved

## Appeals and Escalation

- Support for appeal initiation and tracking
- Escalation workflows for unresolved or serious breaches
- Case progression to legal or judicial review where required

## Case Closure and Outcomes

- Recording of resolution outcomes, penalties, and corrective actions
- Automatic case closure once compliance is confirmed
- Final communications issued and recorded within the case record

## Reporting, Audit, and Analysis

- Reporting on enforcement activity, outcomes, and trends
- Identification of repeat offenders and high-risk areas
- Comprehensive audit logs for all case actions and decisions

## 2.4 Verso Core Features – Fleet Management

Verso is a cloud-based fleet management platform designed to support public sector organisations in the management of vehicle assets, inspections, incidents and compliance activity. The service is delivered as a ready-to-use solution and provides a single environment for managing operational processes, data and digital engagement.

### Data and Asset Record Management

- Centralised management of vehicles, drivers, assets and depots, with integration to corporate asset and GIS systems
- Unified records linking vehicles, inspections, defects, incidents, maintenance activity, compliance actions and outcomes
- Advanced search and filtering across all records to support operational management and investigations

### Case and Workflow Management

- Configurable workflows supporting inspections, incident handling, defect management and compliance activity
- Automated task generation, assignment, and status tracking
- Caseload and workload views providing oversight at individual, team, and service levels
- Workflow-driven alerts and reminders to support timely action and regulatory compliance

### Inspections, Incidents and Compliance

- End-to-end digital management of vehicle inspections and safety checks
- Structured handling of defects, including triage, investigation, and resolution
- Scheduling, recording and completion of inspections and roadside checks
- Compliance case tracking, including corrective actions and escalation
- Creation, issue, and monitoring of operational notices and compliance actions using configurable templates

### Digital Access and Self-Service

- Secure online access for drivers, inspectors, contractors and managers
- Self-service dashboards enabling users to submit defect reports, inspections and documentation
- Real-time status visibility for assigned tasks and corrective actions
- Automated notifications and alerts to support timely responses

### Reporting and Operational Insight

- Built-in operational and compliance reporting
- Performance dashboards presenting key fleet metrics and safety indicators
- Data export interfaces supporting downstream analysis and business intelligence

### Integration and Interoperability

- REST-based APIs enabling integration with finance systems, asset management, HR and telematics systems
- Integration with relevant third-party verification and data services where available
- Tools to manage data flows and reduce duplication across systems

### Mobile and Flexible Working

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

### Communications and Document Handling

- Automated production of correspondence, inspection reports and compliance notices
- Reusable content elements and merge fields to ensure consistency
- Secure storage and indexing of documents within operational 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

## 2.5 Verso Return on Investment – Fleet Management

Verso is designed to support public sector organisations in improving operational efficiency across fleet operations by reducing manual administration and increasing automation across inspection, defect, maintenance and compliance workflows. The service supports digital self-service reporting, automated scheduling, alerts and workflow automation, enabling fleet teams to scale operations without proportional increases in staffing.

### Indicative Efficiency Benefits

Based on typical public sector fleet operations, use of automation within the Verso platform may deliver the following indicative benefits:

- Reduction in administrative processing time: typically 40%–70% per fleet activity
- Average time saved per inspection, defect or compliance task: approximately 15–30 minutes
- Reduced manual handling of scheduling, data entry, reporting and follow-up
- Reduced inbound queries through self-service visibility and automated notifications
- Improved coordination between drivers, inspectors and maintenance teams

### Example Time Saving (Illustrative)

The following example is provided for illustration only.

Assuming a fleet operation processes:

- 12,000 inspections, defect reports and compliance actions per year
- Average time saved per activity: 20 minutes
- 4,000 operational hours saved annually

### Indicative Staffing Impact

- $4,000 \text{ hours} \div 1,650 \text{ hours per full-time equivalent (FTE)}$
- Equivalent to approximately 2.4 FTEs of administrative workload capacity

### Indicative Financial Impact

- $2.4\text{FTEs} \times \text{£}38,000 \text{ estimated average employment cost}$
- Indicative annual efficiency value of approximately **£91,000**

### Payback Period

Verso is delivered as a cloud-based, out-of-the-box service, reducing implementation complexity and avoiding the need for in-house system development. In typical deployments, customers report that implementation costs may be recovered within the first 12-18 months of operation, followed by ongoing efficiency benefits in subsequent years.

### Additional Operational Benefits

- Improved vehicle safety and compliance visibility
- Faster defect resolution and reduced vehicle downtime
- Improved inspection consistency and audit readiness
- Increased operational resilience during peak workloads
- Reduced risk of compliance breaches and enforcement action
- Improved data quality and management reporting

## 2.6 Verso Fleet Onboarding and Implementation

### Onboarding and Implementation

Verso Fleet Management 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. Initial onboarding focuses on enabling high-volume and business-critical fleet processes to support early operational benefit..

The onboarding sequence typically prioritises:

- Core vehicle and asset registers
- Inspection scheduling and mobile inspections
- Defect reporting and incident workflows
- Compliance monitoring and automated alerts

Additional fleet capabilities, including maintenance management, cost tracking, integrations and advanced reporting, are onboarded in subsequent phases.

#### Implementation Timescales

The first end-to-end licensing process is typically configured and made available for User Acceptance Testing (UAT) within **9 months** of service commencement, subject to customer engagement and timely provision of required information.

Full onboarding of all agreed licensing services is typically completed within **12–18 months**, depending on:

- Customer resource availability
- Scope and complexity of fleet services onboarded
- Data migration volumes and data quality

- Integration requirements
- Adoption of standard product configuration

### Configuration and Change Control

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

The standard onboarding includes an allowance of **40 hours** for customisation, including back-office process configuration. 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.

### Inspections and Compliance Onboarding

Inspection and compliance functionality is typically included within the initial onboarding phase to establish early operational control and safety governance. Advanced compliance workflows, analytics and integrations may be scheduled in later phases, subject to agreed implementation planning.

### 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 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.

## 2.7 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 inspections and site visits.

From mobile or tablet devices, officers can:

- Search and view records in real time
- Review and update cases
- Record inspection outcomes and enforcement actions
- Upload notes and supporting information

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.

#### 2.7.1 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 application 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 licensing processes and ensure smooth operations.

### 2.7.2 Attachments

The **Verso™** platform provides robust functionality for managing attachments throughout the application process, offering both applicants and officers the ability to upload and manage documents easily. Key features include:

- **Attachment Upload Capability:**
  - Applicants and officers can upload attachments directly to an application form on the customer-facing portal or to the back-office record. This includes a wide range of document types, such as:
    - **Word Documents**
    - **Excel Spreadsheets**
    - **PDF Files**
    - **JPEG Images**
    - **Video Files**, and more.
  - This flexibility ensures that all relevant supporting materials can be submitted in the most appropriate format for the application.
- **Document Expiry Management:**
  - The Verso platform tracks critical fleet documents, including insurance certificates, MOTs, servicing records, permits, operator documentation and compliance certificates, capturing expiry dates and validity periods.
  - **Automatic Notifications:** The system automatically issues advance reminders to assigned users and fleet administrators prior to document expiry. This ensures that responsible teams are prompted to renew or replace documentation in advance, reducing the risk of compliance lapses or vehicle downtime.

- **Easy Document Upload:** When a document approaches expiry, users can upload updated documentation directly to the relevant vehicle or asset record, ensuring compliance records remain current and auditable.
- **Journal of Correspondence and Actions:**
  - The system maintains a comprehensive journal of all correspondence, actions, and uploaded documentation related to each application.
  - **Audit Trail:** This journal can be viewed within the application record, providing a clear and complete history of all interactions, document submissions, and system actions. This ensures transparency and accountability throughout the application lifecycle.

This feature ensures that the application process is fully documented, that important deadlines are not missed, and that all parties have access to the necessary information at any stage of the process.

### 2.7.3 Workload Management & Operational Dashboard (Back Office)

The **Verso™** platform provides fleet officers, managers, and team leaders with powerful tools for managing and monitoring workloads, ensuring inspections, defect resolution and compliance tasks are completed efficiently and on time.

Key features include:

- **Officer / Operator Dashboard:**
  - Fleet users are provided with a personalised dashboard that displays top-level information regarding their outstanding workload. This includes key operational categories such as:
    - **Open Tasks:** Inspections, defect actions and compliance activities requiring action
    - **Completed Tasks:** Tasks that have been completed or closed
    - **In Progress:** Tasks actively being worked on.
    - **Due Soon:** Tasks approaching target completion deadlines
    - **Overdue:** Tasks that have exceeded agreed completion times.
  - **Drill-Down Functionality:** Users can drill down into each category to view detailed task records, vehicle information, evidence and required actions.
- **Task Allocation & Notifications:**
  - When a new inspection, defect report or compliance action 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 paths and service-level targets can be configured to align with operational policies.
- **Task Review & Action Prompts:**
  - Users can filter tasks by priority, deadline, vehicle, location or risk category.
  - The dashboard highlights overdue tasks and tasks due imminently.
  - Automated prompts and reminders support timely completion and escalation of safety-critical activities.
- **Manager & Supervisor Oversight:**
  - Managers can view workloads by individual, team, depot or service area.
  - Real-time visibility supports proactive workload balancing and resource allocation.
  - Performance dashboards highlight task throughput, compliance adherence and backlog trends.
  - Managers can identify operational bottlenecks and target improvement actions.

This functionality improves operational control, supports safety governance and ensures fleet activities are completed efficiently, consistently and in line with organisational standards.

#### 2.7.4 Auditing

The Verso platform provides permissioned back-office users with access to comprehensive audit trails across fleet operations. Audit history can be viewed by user, vehicle, asset, inspection, defect, incident or compliance record, providing full traceability of operational 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 officers.

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

All audit data is protected by role-based permissions and supports internal audit, compliance assurance and operational transparency.

#### 2.7.5 Automatic Notifications & Reminders System

The Verso platform includes automated notification and reminder capabilities that enhance operational workflow management, ensuring that fleet officers, drivers and managers are promptly informed of important updates, deadlines and required actions.

- **Automatic Notifications for Record Updates:**
  - If a user who is not the assigned owner updates a vehicle, inspection, defect or compliance record, an automatic notification is sent to the assigned officer or operational owner.

- This ensures that responsible users are aware of changes, can review updates and take any required follow-up actions.
- Automated notifications reduce the risk of missed updates and support consistent operational oversight.
- **System Scheduler for Compliance and Expiry Reminders**
  - The system scheduler can be configured to automatically issue reminders for compliance and operational milestones based on predefined timelines, including:
    - **Inspection reminders:** Upcoming scheduled vehicle inspections and safety checks
    - **Expiry reminders:** Expiring certificates, permits, insurance, MOTs or servicing requirements
    - **Maintenance reminders:** Planned servicing and remedial actions
    - **Compliance actions:** Outstanding corrective actions and escalation
  - 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 and operational dashboards.
  - Reminders can be configured to continue until the required action has been completed, ensuring critical compliance activities are not overlooked.
- **Workflow Allocation and Reallocation Notifications:**
  - When a new inspection, defect report or compliance task is allocated or reallocated, the system automatically notifies the assigned user.
  - Notifications ensure immediate awareness of workload changes and support timely task initiation.
  - Reallocation notifications support smooth operational handover and workload balancing. These features enhance operational efficiency by ensuring timely communication, clear accountability, and proactive management of renewals and tasks, making the workflow smoother for both officers and applicants.

## 2.7.6 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 drivers, contractors, fleet operators, maintenance providers and internal stakeholders, while ensuring all communications remain organised, traceable 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 vehicle, inspection, defect, incident, maintenance or compliance case records.
- This ensures a complete communication history is retained and readily available for operational review, audit and evidential purposes.
- **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:**
  - The **Email Builder** allows **Council staff** to create and configure **Standard Letter, Email, and SMS templates**. These templates can be customised to meet the specific needs of various licensing processes and communications.
  - Templates can be pre-defined for various scenarios, including notifications, reminders, approvals, and rejections, ensuring consistency in communication.
- **Attachment Support:**
  - The system allows **attachments** to be added to any outgoing emails, enabling staff to send relevant documents, such as forms, letters, and reports, directly alongside the message.
- **Individual or Group Sending:**
  - Communications can be sent to individual users or to filtered groups of records, enabling targeted messaging based on criteria such as vehicle type, depot, inspection status, compliance category, operational priority or assigned team.
- **Update Rules for Templates:**
  - **Rules can be configured** to automatically make changes to all or selected templates in the case of an update. This ensures that any necessary adjustments (e.g., policy changes or new document requirements) can be implemented across all related communications, reducing the risk of outdated or inconsistent messages being sent.

This feature significantly enhances communication efficiency, ensuring that all necessary information is sent in a timely, consistent, and well-organised manner, while also enabling flexibility and control over communication templates.

### 2.7.7 Reporting

The Verso platform provides robust reporting capabilities to support fleet teams in monitoring performance, compliance and operational activity effectively.

### Standard Reports:

- The platform includes a suite of standard operational reports with built-in filtering, providing visibility across inspections, defects, incidents, maintenance activity, compliance actions and fleet utilisation.
- Reports support operational oversight, performance monitoring and audit readiness.

### Automated Reporting:

- Reports can be scheduled for automated delivery to nominated recipients on configurable schedules (e.g. daily, weekly or monthly).
- Automated distribution reduces manual reporting effort and ensures timely availability of management information.

### Compliance and Safety Reporting

- Reports support monitoring of inspection completion rates, defect resolution times, certificate expiry, maintenance backlog and compliance trends.
- Safety performance indicators support proactive risk management and governance reporting.

### 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, trend analysis and cross-system reporting.

### Optional Report Builder

- An optional report builder enables authorised users to create custom reports using structured queries.
- This provides flexibility to support local reporting requirements and advanced operational analysis.

### Regulatory and Operational Reporting

- Reports support statutory and operational compliance obligations where applicable, including vehicle inspection records, safety audits, emissions reporting (where required), asset utilisation and maintenance compliance.
- Reporting supports audit, regulatory assurance and management decision-making.

### 2.7.8 Fees and Charges

The Verso platform supports the calculation and management of operational charges and cost recovery associated with fleet services. This includes internal recharges, service fees, damage recovery and chargeable maintenance activities where applicable.

- **Automatic Charge Calculation:**
  - The platform can automatically calculate charges based on configurable rules, vehicle type, service type, duration, usage or cost inputs supplied by the organisation.

- Charges can be derived from inspection outcomes, maintenance activities, defect rectification or service requests.
- **Variable Charging Rules**
  - The system supports variable charging models, including:
  - Different rates by vehicle category, service type or operational priority
  - Discounts or exemptions for internal departments, priority services or contractual arrangements
  - Time-based pricing models where applicable
- **Split and Staged Charging**
  - The platform supports the ability to split charges into staged or instalment-based payments where operationally required.
  - Supports phased recovery of costs for large maintenance or remediation activities.
- **Single Payment Charging**
  - Alternatively, the system can enforce a single charge for full cost recovery at the point of service completion or approval.
  - Charging rules can be configured to align with organisational finance policies.

This functionality ensures charging is accurate, flexible and aligned to operational policies, reducing manual administration and supporting transparent cost recovery and financial governance.

### 2.7.9 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 can be processed via an integrated payment platform, ensuring secure transactions within the application flow.
- **Fee Breakdown:** The system supports the ability to split charges (for example, separating inspection costs, repair costs and administrative charges), with a clear cost breakdown displayed to users before submission or approval, supporting transparency and accurate cost recovery.
- **Payment Confirmation:** Once payment is accepted and authorised, the application is automatically submitted, and a **confirmation email** is sent to the applicant, confirming receipt of payment and submission of their application.

This functionality ensures a smooth, transparent, and efficient payment process for applicants while maintaining secure and accurate transaction handling.

### 2.7.10 Legacy and 3<sup>rd</sup> Party Systems

The **Verso™** platform offers flexibility in integrating with existing infrastructure, providing a **standalone system** while allowing seamless integration with **legacy systems** and **third-party applications**. Key features include:

- **Legacy System Integration:** The platform can integrate with other systems, such as **Idox™ Uniform**, through a supplied **API** (supporting WCF, SOAP, or JSON protocols).

- **Flexible Integration:** This allows for the sharing of data and workflows between **Verso™** and other critical systems used by the Council, enhancing interoperability and reducing manual data entry.

This integration capability ensures that **Verso™** can work efficiently within the Council's existing IT ecosystem, providing a smooth transition and continued use of legacy systems.

### 2.7.11 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.

### 2.7.12 Role-based Permissions

The **Verso™** platform utilises **role-based permissions** to ensure that users have appropriate access to functions and data based on their job role. This ensures data security and operational efficiency. Key features include:

- **User Profiles:** Typical user profiles include:
  - Administrator
  - Manager
  - Officer
  - Data Entry
  - Reviewer
  - Inspector
- **User Management:** Administrators can add new users, and edit or delete existing users as needed.
- **Password Management:** All users can update their password within the **Administration** area. If a user forgets their password, only **Administrators** or **Managers** can reset it.

This role-based system ensures that users only have access to the relevant data and features required for their role, improving security and management within the **Verso™** platform.

### 2.7.13 Operational Workflows

#### Automatic Workload Management

The Verso platform streamlines the allocation of operational tasks through automatic assignment, ensuring efficient workload distribution across fleet teams. Key features include:

##### Automated Task Assignment:

- Tasks are automatically assigned to users based on configurable rules and operational conditions, reducing manual intervention and supporting balanced workloads.
- Tasks may include inspections, defect investigations, maintenance actions and compliance activities.

##### Workload Visibility

- Once a task is assigned, it becomes part of the assigned user's workload and can only be progressed by that user unless reallocated by an authorised supervisor.
- Tasks remain visible to the wider team and management for operational oversight, performance monitoring and workload balancing.

##### Task Distribution Rules

Common rules for automatic task distribution include:

- By depot, operational area or geographic zone
- By vehicle category or asset type
- By service priority or risk classification
- By availability, workload capacity or skill set
- By defined geographic polygons or routes

### 2.7.14 Traffic Light System

The Verso platform incorporates a Red / Amber / Green (RAG) traffic-light rating system to support rapid assessment and prioritisation of fleet condition, compliance and operational risk. The RAG status provides immediate visual visibility of vehicle health, outstanding actions and escalation requirements.

Key capabilities include:

- **Automatic Status Assignment:** RAG status is calculated based on inspection outcomes, defect severity, overdue actions, expired documentation and compliance rules.
- **Real-Time Visibility:** Users can instantly identify high-risk vehicles, overdue actions or non-compliant assets.
- **Prioritisation:** Red and Amber items are automatically prioritised for action and escalation
- **Configurable Rules:** Thresholds and scoring logic can be configured to align with operational policies and safety standards.
- **Dashboard Integration:** RAG indicators appear across dashboards, reports and task lists to support proactive management.

This functionality improves risk management, safety governance and operational decision-making by highlighting issues requiring immediate attention.

### 2.7.15 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.

## 2.7.16 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.

## 2.8 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.

### 2.8.1 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.

## 2.9 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.

|                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | <p><b>ISO27001- Information Security Management:</b></p> <p>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.</p> |
|  | <p><b>ISO 9001- Quality Management:</b></p> <p>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.</p>                                                                                           |
|  | <p><b>PCI Data Security Standard (DSS):</b></p> <p>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).</p>                                                                                   |
|  | <p><b>Cyber Essentials:</b></p> <p>Cyber Essentials certified complying with the requirements as set out in the Cyber Essentials Scheme.</p>                                                                                                                                                                                                                                                                                |

Connect with us:



Verso



Rocktime

Find out more



Verso



Rocktime