



GCloud 15 (RM1557.15)

Crown Commercial Services

Service Definition – Netcall Liberty Create



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1 Introduction

Liberty Create is an enterprise low code application development platform that enables public sector organisations to rapidly build secure, scalable applications. It simplifies the delivery of case management, CRM, workflow and self-service services, helping teams digitise operations and improve citizen experience.

Create can be purchased as a standalone product, but it is also part of **Liberty – the AI-powered platform for transformation**. Together, Liberty's composable capabilities combine low-code development, automation and engagement to deliver end-to-end, integrated digital services without complexity. This integration allows organisations to extend Create with AI, robotic process automation and advanced customer engagement tools when required.

Key outcomes:

- Rapid digital service delivery with strong governance and security.
- Increased development capacity by enabling business users to build safely alongside developers.
- Integration-ready architecture to unify systems and simplify complex workflows.
- Accessible experiences aligned to WCAG 2.2 AA standards.

2 What is Liberty Create?

Liberty Create is a cloud-based, enterprise low-code platform for rapid application development. Create is designed for organisations that need to deliver secure, scalable digital services quickly.

It provides a visual, drag-and-drop interface for building data models, workflows, integrations and user experiences.

Create enables professional developers and business users to collaborate safely within governance guardrails. Developers can extend functionality with custom code when required, while non-technical users can configure processes and interfaces without risk.

Key Capabilities:

- Rapid delivery of new services and continuous iteration of existing ones.
- Modern, accessible UX that adapts across devices and channels.
- Integration-ready architecture with reusable APIs and connectors.
- Enterprise security, audit and role-based access controls.

Liberty Create can be deployed standalone or extended as part of the Liberty Platform, adding AI, robotic process automation and advanced engagement tools when required.

3 What do people build with Liberty Create?

Liberty Create is used to build applications that transform operations and improve citizen experience across public sector organisations. It supports everything from simple departmental workflows to complex, enterprise-wide systems.

Typical use cases include case management, Business Process Management (BPM), Customer/Citizen/Tenant Relationship Management (CRM) and multi-experience services that combine web, mobile, messaging and voice. Applications often integrate with multiple systems to automate processes end-to-end while providing intuitive, accessible interfaces for staff and citizens.

Examples:

- **Departmental apps:** data capture, workflow, reporting and integration with core systems.
- **Enterprise apps:** organisation-wide CRM, grants and benefits processing, claims management, mortgage applications.
- **Multi-experience apps:** citizen portals, mobile apps, chat and messaging with seamless human hand-off.
- **Foundational apps:** reusable data, security and governance models for rapid reuse across services.

Liberty Create also enables innovation and legacy modernisation by providing integration-ready architecture and governance guardrails. It can be extended with AI, robotic process automation and intelligent document processing to deliver smarter, faster services.

Proven in practice:

- Millions of NHS patients manage appointments via Liberty-powered portals.
- 1 in 5 UK mortgage approvals run on Liberty Create.
- Network Rail digitised safety and compliance processes with 30+ Liberty apps.

4 How does Liberty Create work?

Liberty Create provides all the capabilities required to build and manage robust applications in one platform. It is designed for scalability, security and rapid deployment, ensuring organisations can deliver and adapt digital services quickly.

Developer Tools:

- **Controller:** manage environments, access and provisioning across applications.
- **Build Studio:** drag-and-drop configuration of data objects, workflows, APIs and themes.
- **Code Studio:** extend with JavaScript/Vue components, processors, theming and page logic.
- **Test Studio:** in-built automated testing for regression and quality assurance.
- **Monitor Studio:** performance dashboards and diagnostics for APIs, messages and server metrics.

Deployment and operations:

- UK-based cloud hosting on Amazon Web Services (AWS) with ISO and Cyber Essentials certifications.
- Containerised runtime using Docker: resources sized to customer requirements.
- Daily backups by default (configurable) with manual rollback points.
- Disaster recovery/failover: automated health checks and DNS-controlled failover between primary and secondary: reversal on restore.
- Elastic scaling aligned to performance needs.

Integration:

- API-first approach with REST/JSON endpoints and reusable connectors.
- On-premises integration supported via Liberty On-Premise Adaptor (OPA).
- Document and data import/export, IDP for intelligent capture.

Security, governance and accessibility:

- Role-based access, audit trails and configuration guardrails for safe collaboration.
- Support for penetration testing, vulnerability scans and Operational Acceptance Testing.
- Accessible UX aligned to WCAG 2.2; accessibility testing and reporting available.

Liberty Create can operate standalone or integrate with Liberty's composable capabilities, enabling AI-powered automation and advanced engagement when required.

5 AI Capabilities in Liberty Create

Liberty Create includes embedded AI capabilities that enable organisations to automate processes, improve decision-making and enhance user experience without requiring specialist technical skills.

These features can be configured through rule actions within applications, making AI accessible and practical for public sector teams.

Key AI capabilities:

- **Ask Liberty AI:** Configure applications to analyse content and return answers to user questions using defined personas and moderation settings. This enables embedded virtual assistants that make information more accessible and reduce reliance on staff for routine queries.
- **Knowledge management:** Automatically group related data and documents into dynamic collections. Liberty AI learns from these collections to provide accurate, curated answers via an integrated chat feature—using Ask Liberty AI—reducing pressure on teams and improving response times.
- **NLP services:** Apply Natural Language Processing tools to automate text-based tasks, including:
 - Sentiment Analysis to interpret tone and feedback.
 - Text Summarisation to condense lengthy communications.
 - Keyword Extraction to identify and store key information.
 - Text Enhancement to correct and refine written content.
- **Machine Learning and Predictive Models:** Build custom predictive models within Liberty AI using your own datasets. These models allow organisations to predict outcomes, automate decisions and improve operational efficiency without complex coding. Supported model types include:
 - Data classification
 - Data regression
 - Text classification
 - Text regression
 - Time series forecasting.

Planned AI Enhancements:

Liberty Create's AI roadmap includes advanced capabilities designed to further automate and accelerate application development:

- **Agentic Workflows:** AI-driven orchestration of multi-step processes, enabling applications to complete tasks autonomously across systems based on defined goals and governance rules.
- **AI-Assisted Code Generation:** Tools to automatically generate code snippets and application logic from natural language prompts, reducing development time and supporting non-technical users.

All AI capabilities operate within Liberty Create's governance framework, ensuring secure, compliant, and controlled use of AI in public sector applications.

6 Delivery Services

The mix of roles depends on scope, technology, configuration requirements. All projects include Onboarding and Builder Essentials Level 1 training for at least one customer employee.

Onboarding

- Welcome documentation, project initiation and governance setup.
- Initial data protection impact assessment.
- Community registration, AppShare access and eLearning enrolment.
- Commission server environment: install Create build frameworks.
- Networking support to establish connectivity to third-party resources.
- Establish billing mechanisms and milestones.

Consultancy

- Design and build advisory; architecture reviews.
- Scope change requests and assist with issue resolution.

Engagement Management

- Stakeholder engagement for successful introduction and acceptance of the platform.
- Annual success plan: onboarding staff, first application deployment and roadmap support.

Discovery

- Two- to six-week engagements led by Product Owners.
- Workshops to identify roles, users and high-level process maps.
- Capture user stories including functional and non-functional requirements.

Integration Services

- Application and IT architecture design for availability and security.
- Support IT change requests for Create/Converse integration access.
- Configuration for third-party data sources: load and performance testing.
- Configure communications: telephony, SMS, email, social channels.

Mentoring

- Best-practice guidance throughout design and build.
- Align skills to deliver achievable projects and grow capability.
- Monitor build activity weekly to gauge traction and resolve issues.

Operational Acceptance Testing (OAT)

- Support for third-party security checks (penetration testing and vulnerability scans).
- Accessibility testing and reporting.
- Operational failover and recovery testing.

Project Management

- Deliver solution/services to agreed scope, quality, budget and time.
- Manage issues, changes, risks, dependencies and progress reporting.

Training

- **Builder Essentials Level 1:** three days; fundamentals to build a Create application; certification assessment and interview.
- **Builder Essentials Level 2:** two days; advanced functionality; prerequisite is Level 1 certification.

7 Standard Support

Netcall provides a service desk through which all incident and service requests can be raised, together with a fault resolution service.

These requests are made via:

- Phone: Call the Service Desk directly on 0330 363 0300
- Email: to support@netcall.com, or
- Submission via the [Netcall Community Support Portal](#).

The Netcall dedicated support team staffing our Service Desk comprises:

- 1st/2nd line team, skilled in the platform and software user-support, diagnosis, advanced application troubleshooting, upgrades and configuration.
- Escalation is to dedicated resolver groups and/or 3rd line team experienced with in-depth troubleshooting.
- For higher level analysis at the software debug level, the support team escalates to a software development engineering team.

Netcall's support personnel are trained to support the full range of Cloud Hosted solutions offered by Netcall.

Netcall's service desk processes all requests in accordance with ITIL Incident Management Practices, which are embedded within the Netcall helpdesk.

Netcall logs, categorises and prioritises each incident within the initial triage process according to the agreed priority definitions, in consultation with the customer. Netcall will use reasonable endeavours to correct material, reproducible and documented errors in the Cloud Hosted solution (whether by fix, workaround or new release). All reported incidents are prioritised according to the following definitions and associated matrix.

Impact

High: Total loss (unavailability) of the service, or suspected information security issue, or data breach has been identified.

Medium: Service operable but with loss of substantial system functionality or performance, but workaround available.

Low: Minor or cosmetic issue with no material impact to service operation.

Urgency

High: Critical business operations cannot function.

Medium: Critical business operations are operating in limited manner.

Low: Business operations not materially impacted.

Having assessed the impact and urgency of an incident, the Priority of the incident is allocated based on the following matrix:

		Impact		
		High	Medium	Low
Urgency	High	P1	P2	P3
	Medium	P2	P3	P4
	Low	P3	P4	P4

The following table shows the target response and resolution times based on the Priority:

Table 1 - Incident Response and Resolution Targets by Priority

Priority	Operating Hours	Incident Response Target	Incident Resolution Target
P1	24/7	15 minutes within Operating Hours	6 Operating Hours
P2	Standard Service Hours	15 minutes within Operating Hours	2 Business Days
P3	Standard Service Hours	4 Operating Hours	10 Business Days
P4	Standard Service Hours	4 Operating Hours	20 Business Days

All response and resolution targets are based on time during Operating Hours and are estimates which Netcall is obliged to use reasonable endeavours to achieve.

Operating Hours means the time period during which incidents will be actively worked upon and which is used for the purposes of measuring performance against incident resolution and response targets.

Standard Service Hours are (UK local time) Mon-Fri 08:00-18:00 (exc. UK bank holidays).

Support and Maintenance Services only covers the standard Cloud Hosted solution and do not cover customer created applications (including applications built by Netcall or partners on the customer's behalf) and/or customer's own technology and/or internal infrastructure, nor does it provide free training and/or provide consulting on customer created applications (including applications built by Netcall on customer's behalf) and /or content such as views, reports, configurations and/or third-party technologies and/or services.

8 Extend your Liberty solution

Liberty is the AI-powered platform for transformation, bringing intelligent automation and customer engagement together. With its trusted low-code application development and communications tools you can build faster, connect better and transform how work gets done without complexity.

One platform. Endless possibilities.

- **Revolutionise operations:** Whether you're solving operational bottlenecks, improving customer journeys or driving change at scale – Liberty is built to deliver outcomes that matter.
- **Redefine customer experience:** Deliver faster, more personal service across every channel. Liberty helps you connect with customers across chat, email, phone and more – all from one place.
- **Accelerate transformation:** Launch new solutions in weeks, not months. Liberty gives you the tools to adapt fast, modernise legacy systems and scale innovation – without the usual IT bottlenecks.

Liberty Create can operate as a standalone low-code platform or integrate with the wider Liberty Platform to extend functionality when required. This modular approach allows organisations to add automation, AI and engagement capabilities without replacing existing systems.

Optional extensions include:

- With intelligent AI powered **Liberty RPA** (Robotic Process Automation), you can streamline your processes and boost efficiency. Liberate your people to use their talents better by releasing them from time-consuming, mundane, repetitive tasks.
- Enable the total experience with **Liberty Converse CX** – next generation contact centre solutions which redefines how organisations engage with their customers. Blend digital automation with human interaction.
- Analyse, understand and manage business processes with **Liberty Spark** – the effective and connected way to rapidly document, analyse and continuously improve business processes at scale. Accessible and understood by everyone in an organisation.
- Turn unstructured content into structured, usable data — fast with **Liberty IDP**. With our AI-powered intelligent document processing solution, that data can then drive applications, trigger workflows and power smarter decisions across the Liberty platform.

All Liberty components share a common governance framework, security standards and integration-ready architecture, ensuring compliance and resilience across your digital ecosystem.