



G-Cloud 15 (RM1557.15)

Crown Commercial Services

Professional Services for Netcall Liberty

Service Definition Document

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1 Service overview

This service provides cloud support for organisations using the Netcall Liberty platform. It focuses on configuring, extending and supporting the platform to ensure it remains aligned with operational processes and organisational needs over time.

The service is designed to reduce the risk of misconfiguration, improve stakeholder confidence and support continual improvement of system capabilities.

2 Scope of services

2.1 Initial configuration and setup

Support for initial system setup and baseline configuration of the Liberty platform.

2.2 Process-led scoping and design

Structured workshops and assessments are used to define configuration requirements. A process mapping platform is used to visualise how business processes, roles and system workflows align. This enables stakeholders to review and approve configuration scope before changes are implemented.

2.3 Core and extended configuration

Configuration of approved system scope, including:

- Workflows and data structures
- Additional modules or functional areas

2.4 Continual Service Improvement (CSI)

Regular CSI reviews identify opportunities to:

- Improve existing configurations
- Deploy new services or departments
- Optimise workflows, data models and reporting
- Support adoption of additional Liberty capabilities

2.5 Integration and automation support

Support for integration design and configuration, enabling data exchange and automation with other organisational systems.

2.6 Ongoing administration and support

Ongoing configuration and administration services including:

- User and role management

- Workflow updates
- Reference data maintenance
- Configuration advisory support

3 Service delivery approach

Services are delivered remotely and can be provided as:

- Fixed-scope engagements
- Time-and-materials
- Discounted call-off support

Delivery can be led by CTMS Service Management or delivered collaboratively with buyer teams.

4 Roles and responsibilities

4.1 Supplier responsibilities

- Deliver agreed configuration and support activities
- Provide configuration documentation and knowledge transfer
- Escalate platform issues via Netcall partner channels where required

4.2 Buyer responsibilities

- Provide access to the Liberty platform
- Nominate stakeholders for design and approval
- Provide timely input and decisions

5 Assumptions and dependencies

- Buyer holds an active Liberty subscription
- Scope is agreed prior to delivery
- Changes outside agreed scope are managed via change control

6 Exit and handover

At service completion, configuration documentation and handover sessions are provided to ensure continuity of platform operation.

7 About CTMS Service Management

7.1 Benefit of engaging with CTMS as a Netcall Partner

CTMS has a wide-ranging experience of configuring service management systems across multiple markets. We can provide Liberty system design and configuration consultancy as well as training and support services.

A key part of our service delivery methodology is ensuring you have transparency of how the Liberty platform is configured to align with your business processes. We achieve this through system design and configuration blueprints, supported by detailed process maps showing how the Liberty system and business processes interact.

7.2 Aligning Liberty technology with your processes

Partnering with CTMS will help you develop a culture of continual service improvement and create an agile, efficient organisation. We provide clear explanations of how technology works through process maps. We articulate in detail how the technology aligns with your processes by sharing online digital process maps during our system configuration engagement. After project engagements, we provide you with copies of the process maps and the system configuration blueprint, so you have a solid baseline for future system changes.

7.3 Rapid & intuitive digital process mapping services and solutions

Do you struggle to maintain up-to-date process maps that explain how your business processes currently work? Not having updated process documentation makes it more challenging to approve system configuration designs. Without clarity in business and technical processes, stakeholders and approvers often find it difficult to sign off on system configuration statements of work and expenditure approvals.

If you have current business process documents that provide valid input for initial scoping and system configuration design workshops, that's great, but if you don't, our team can facilitate the rapid creation of easy-to-understand digital process maps.

Our process mapping workshops drive several benefits for your teams, including improved employee engagement, the breakdown of silos between teams and departments, and a sense of empowerment from having direct input into removing work practice frustrations and collaborating with team members.

Our process-mapping approach analyses the activities that occur, the roles involved in each activity, and the outputs or values of each process activity. The notation used in the process visualisation is simple and easily understood by all parties, from technical roles through to C-level.

After a workshop session, your team can comment directly on the online process maps and continue working with us to refine the process for improvement before final system configuration sign-off.

Our aim is for your organisation to have a baseline of processes that are easy to understand and clarify how the system technology aligns with your business processes. Having process and configuration transparency helps with system design approval and reduces configuration rework.

7.4 A flexible supplier partnership

We offer flexible approaches to system configuration services. You can outsource the system build 100% to us, or you can configure the system yourself with our guidance and advice. Alternatively, we can work in a collaborative partnership, with CTMS providing enablement to your systems administrator as required, ensuring you have a high level of involvement in the system configuration through skills transfer and interactive 1-2-1 sessions with recorded sessions.