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G-CLOUD 15



Provider Portal Implementation

ESTABLISHED

2016

REFERRALS

100
%

WORD OF MOUTH

SECTOR
EXPERIENCE

200+
YEARS
COMBINED

CERTIFIED

CE+
CYBER ESSENTIALS

CONTENTS

PART A: SERVICE-SPECIFIC

- [A1 Service Summary](#)
- [A2 Features](#)
- [A3 Benefits](#)
- [A4 Platform Expertise](#)
- [A5 Case Study](#)

PART B: COMPANY STANDARDS

- [B1 About BetterGov](#)
- [B2 Delivery Approach](#)
- [B3 Service Management](#)
- [B4 Security & Compliance](#)
- [B5 AI & Automation](#)
- [B6 Service Levels](#)
- [B7 Onboarding & Exit](#)
- [B8 Customer Responsibilities](#)
- [B9 Technical Requirements](#)
- [B10 Training](#)
- [B11 Social Value](#)
- [B12 Reporting & KPIs](#)
- [B13 Pricing](#)
- [B14 Ordering & Invoicing](#)
- [B15 Business Continuity](#)
- [B16 Data Protection](#)
- [B17 Accessibility](#)
- [B18 Contact Us](#)

PART A SERVICE-SPECIFIC INFORMATION

A1 SERVICE SUMMARY

Service Name

Provider Portal Implementation

Service Description

Provider portals sound simple in vendor demos. In reality, they fail because providers don't use them, rate structures don't match contracts, and finance teams end up back on spreadsheets. We get providers off the phone and onto the portal - delivering systems that actually work, where providers genuinely submit hours electronically, payments process automatically, and your commissioning team gets their time back.

We implement both Mosaic Provider Portal and Liquidlogic Provider Portal. Kent: Mosaic Provider Portal deployment enabling self-service for 500+ providers, contributing to payment processing reduction from 60 days to 3 days - one of the largest implementations in the country. Redbridge: Liquidlogic Provider Portal across Adult Social Care, integrated with ContrOCC for end-to-end payment processing.

Whether you need Mosaic Provider Portal, Liquidlogic Provider Portal, or further integration, we configure the complex rate structures, design the provider onboarding processes, and deliver the change management that turns a technical deployment into operational transformation. Deep experience with ContrOCC, Mosaic Finance, and SystemC - the products your portals feed back into.

G-Cloud Classification

CATEGORY	DETAIL
G-Cloud Lot	Lot 3: Cloud Support
Service Category	Sector-Specific: Social Care (F-208-000-000)
Framework Reference	RM1557.15

Scope Boundaries

This service includes:

We deliver full implementations, reimplementations, and specific components - whatever you need.

Full Portal Implementations

End-to-end delivery of Mosaic Provider Portal (MPP) or SystemC/Liquidlogic Provider Portal. From discovery through configuration, provider onboarding, go-live, and early life support. Complete operational transformation.

Reimplementations & Service Extensions

Portal not delivering? We rescue failing implementations and get them working. Or extend your existing portal to cover new service areas, additional provider categories, or new rate structures.

Specific Components

Pick the elements you need:

Discovery & Business Case: Scoping, current state assessment, provider landscape analysis, efficiency

opportunity, implementation roadmap

Portal Configuration: Contracts, rates, structures, spot rates, block contracts, uplifts, retrospective adjustments, split funding, one-off payments, service area setup

Provider Onboarding: Onboarding programme design, provider communications, training delivery, go-live support, adoption monitoring

Hours Submission & Validation: Actuals submission workflows, validation rules, exception handling, approval processes, emonitoring integration (CM2000, etc.)

Payment Integration: ContrOCC, Mosaic Finance, SystemC integration, BACS generation, remittance advice, reconciliation with corporate finance (Oracle, SAP, Unit4, Agresso)

Managed Services: Ongoing support, annual price uplifts, provider contractual changes, new provider setup, rate amendments

This service does not include bespoke software development, ongoing managed service operations, or 24/7 production support unless explicitly agreed in the call-off contract.

A2 FEATURES

Key capabilities that differentiate this service:

Vast Experience and Proven Expertise Provider rate structures aren't simple. Spot rates, block contracts, uplifts, retrospective adjustments, split funding, one-off payments - everything that falls outside the 'standard' workflow. Kent: 500+ providers with complex rate configurations across residential, nursing, homecare, day services. We configure the complexity that makes provider payments actually work.	Scale & Complexity Redbridge: Liquidlogic Provider Portal across Adult Social Care, integrated with ContrOCC for end-to-end payment processing. Multiple service types, multiple provider categories, one coherent system that finance teams can actually manage. That's not a pilot or a proof of concept - that's operational transformation at scale.	Providers Actually Using It Technology is the easy part. Getting providers to actually use the portal - that's where implementations fail. We deliver the channel shift that creates real efficiency - providers off the phone and email, onto digital submission. We design onboarding programmes, deliver provider training, and support the go-live period when providers need hand-holding. The portal only delivers value when providers stop phoning and start submitting.
Validation That Works Hours submission, validation rules, exception handling, approval workflows. We configure the processes that ensure actuals are accurate before they hit the payment run. Integration with emonitoring systems like CM2000 where councils want electronic call monitoring data feeding directly into payment processing.	Full Payment Integration Provider portals don't exist in isolation. We integrate with ContrOCC, Mosaic Finance, corporate finance systems - Oracle, SAP, Unit4, Agresso. The complete flow from actuals submission through validation to BACS payment and remittance advice. Providers paid accurately, on time, with full audit trails.	Honest Assessment Not sure if a Provider Portal is right for you? We scope the opportunity - current payment volumes, provider landscape, potential efficiency gains. Honest assessment of whether the investment will pay back, and a realistic implementation roadmap if it will.

A3

BENEFITS

PROVEN

EFFICIENCY

Kent: Payment processing reduced from 60 days to 3 days. £250m+ flowing through the portal annually. Providers off the phone, onto digital submission. The operational transformation that frees up your commissioning team.

7+ YEARS

SAVINGS

Kent: 7 years and still extending. Lancashire: 39 months. Long relationships built on delivery, not promises.

100%

SATISFACTION

All our work comes through referral and reputation. We don't cold call, we don't bid competitively against incumbents. Councils find us because other councils recommend us.

A4**PLATFORM EXPERTISE**

PLATFORM	EXPERTISE LEVEL	EXPERIENCE
Mosaic Provider Portal	Expert	Kent, Harrow. Full MPP configuration including complex rate structures, provider onboarding, actuals submission, payment integration.
Liquidlogic Provider Portal	Expert	Redbridge. Portal configuration, provider onboarding, SystemC Provider Portal deployment.
Integration & Emonitoring	Expert	Deep integration experience across Mosaic, SystemC products (Liquidlogic Adults, Liquidlogic Childrens, ContrOCC), and emonitoring products. Kent, Redbridge, Lancashire, Croydon (ContrOCC). Hounslow, Barnet (CM2000 emonitoring). End-to-end payment integration.

A5**CASE STUDY****CLIENT SUCCESS****Kent County Council**

Challenge: Major county council processing provider payments manually. 30-day payment terms frequently missed. Team of 20+ staff handling invoice processing. 500+ providers submitting paper invoices. Complex rate structures across residential, nursing, homecare, and day services. Significant operational burden and provider frustration.

Solution: Mosaic Provider Portal implementation. 500+ providers onboarded. Complex rate configuration including uplifts, retrospectives, and split funding. Integration with Mosaic Finance and Oracle AP. Provider training and change management programme.

Outcome: Provider Portal live with 500+ providers self-serving. Payment processing reduced to 3 days. Team of 20+ reduced to handful. £250m+ flowing through system annually. Ongoing partnership now in seventh year.

CLIENT SUCCESS**London Borough of Redbridge**

Challenge: Major London Borough implementing Liquidlogic Provider Portal alongside LAS and ContrOCC. 500+ Adult Social Care staff. Multiple service types requiring portal access. Integration with Agresso corporate finance required.

Solution: Liquidlogic Provider Portal deployment as part of 24-month programme. Portal configuration across service areas. Provider onboarding and training. Integration with ContrOCC for end-to-end payment processing. Close coordination with SystemC.

Outcome: May 2023 go-live delivered on time. Providers submitting electronically. Payment continuity maintained. Sprint 2 awarded for ongoing support - demonstrating client confidence.

CLIENT SUCCESS

Sunderland City Council

Challenge: Metropolitan council with 289 provider contracts and 6,000+ cost plan line items across 8 service areas. Manual payment processing consuming 3.5-4 days per week. Invoice-based payments creating inefficiencies. Needed to understand the opportunity before committing to implementation.

Solution: Comprehensive discovery engaging 5+ council teams. Current state assessment across payments, commissioning, and business development. 41-page scoping document with 17 recommendations. Benefits identification and 16-week phased rollout plan designed.

Outcome: Discovery delivered and accepted. Recommendations approved. Implementation contract awarded.

PART B COMPANY-WIDE STANDARDS

B1 ABOUT BETTERGOV

Better Group Limited trading as BetterGov is a specialist consultancy supporting UK public sector digital transformation since 2016.

“
We build capability, not dependency
”

— BetterGov

BetterGov works alongside internal teams to build capability and reduce dependency, ensuring services can be sustained after engagement completion. We measure success by what organisations can do independently, not by how long they need us.

How our values inform our delivery



Why BetterGov?

- **Public Sector Specialists** Deep expertise in Local and Central Government
- **100% UK-Based** All delivery staff UK-based with security clearances
- **Outcome-Focused** Success measured by results, not activities
- **Standards Aligned** GDS, DSS, DSSW, Technology Code of Practice

Our Services

- Digital Transformation
- Cloud Services
- Programme & Project Management
- Systems Implementation

- Technology Consulting
- Capability Building
- Service Design
- User Research

B2

DELIVERY
APPROACH

■ Operating Model

■ Delivery Mode

- Agile delivery (Scrum/Kanban)
- PRINCE2 Project Management
- ITIL-aligned service management
- Transparent milestone tracking

- Remote-first with secure tools
- On-site for critical workshops
- Hybrid as required

Risk Management

We actively identify common failure modes in cloud support engagements - unclear scope, data access delays, dependency risk, stakeholder availability - and address them through early scoping checkpoints and formal risk ownership. Problems are surfaced early, not discovered late.

Tooling & Frameworks

CATEGORY	DETAILS
Project Management	Azure DevOps, Jira, Confluence, Our own tools
Collaboration	Microsoft Teams, SharePoint, Miro, Power BI, Our own tools
Methodologies	Agile, PRINCE2, ITIL

Security clearances: BPSS standard on all staff. SC and DV available on request. Associates and subcontractors are vetted to the same security and quality standards as permanent staff.

B3 SERVICE MANAGEMENT

Every engagement has a dedicated Engagement Lead and Director oversight.

■ Governance

- Clear roles and accountability
- Proactive risk management
- Formal change control

■ Reporting

- Weekly/fortnightly status
- Governance meetings
- Lessons learned reviews

We maintain a live risk register with named owners. Escalation triggers are defined at engagement start, not discovered during crisis.

Escalation Matrix

LEVEL	OWNER	RESPONSE
First	Project Manager	Resolve within agreed timelines
Second	Account Director	Intervention within 24 hours
Executive	Director	Immediate action on critical issues

B4 SECURITY & COMPLIANCE

CE+ CYBER ESSENTIALS	ICO REGISTERED	ISO 9001/27001 Aligned	UK DATA CENTRES
■ Data Residency All customer data stored exclusively in UK-based data centres.		■ UK GDPR Full compliance with technical and organisational measures.	
B5	AI & AUTOMATION		

AI and automation are used only to support analysis and operational efficiency. All decisions, recommendations, and outputs are reviewed and owned by named consultants. There are no autonomous actions.

**Intelligent Analytics**

AI-powered dashboards support insight generation - human analysts interpret and validate findings

**Process Automation**

RPA reduces manual effort by up to 60% - all automation is auditable and reversible

**AI Strategy**

Advisory services for responsible AI adoption aligned with government frameworks - governance first, capability second

Our AI Principles

AI is optional - never required for service delivery

Human-led decision making on all outputs

Governance and explainability before deployment

No autonomous actions without explicit approval

B6**SERVICE LEVELS****■ Response Targets**

SERVICE	TARGET
Enquiry	4 working hours
Proposal	5 working days
Mobilisation	10 working days
Critical escalation	4 hours

Maximum quarterly credit cap: 15% of fees.

Service levels are monitored by the Engagement Lead and reviewed as part of regular governance, with trends and corrective actions shared transparently. We track what matters, not what's easy to measure.

■ Service Credits

PRIORITY	RESPONSE	CREDIT
P1 Critical	4 hours	5%
P2 High	8 hours	3%
P3 Medium	24 hours	2%
P4 Low	48 hours	1%

Support Tiers

TIER	AVAILABILITY	INCLUDES
Standard	Mon-Fri 09:00-17:30	Email, phone support
Extended	Mon-Fri 07:00-21:00	+ Priority escalation
24/7	24 hours, 7 days	+ Critical incident response

B7**ONBOARDING & EXIT****■ Mobilisation**

- Kick-off and scoping
- Access provisioning
- Risk and compliance checks
- Team familiarisation

■ Exit & Handover

- Deliverable sign-off
- Knowledge transfer
- Data export
- Deletion confirmation

Exit planning begins at engagement start. Knowledge transfer is structured to avoid single points of failure. Default retention: 90 days post-closure for audit purposes, then secure deletion. Trial service available: one-day consultancy sessions for prospective customers to evaluate our approach before commitment.

B8**CUSTOMER RESPONSIBILITIES**

- Timely system and data access
- Documentation and approvals
- Data ownership, GDPR, and IP (Customer retains ownership of all deliverables unless otherwise agreed)

- Named decision-maker
- Prompt query responses
- Third-party coordination

B9**TECHNICAL
REQUIREMENTS**■ **Prerequisites**

- Stable internet connection
- Modern browser (Chrome, Edge, Firefox)
- MFA capability

■ **Constraints**

- Third-party dependencies
- Scheduled maintenance windows
- Bandwidth for large data transfers

B10**TRAINING & KNOWLEDGE
TRANSFER**■ **Included**

- Onboarding sessions
- User documentation
- Handover knowledge transfer

■ **Optional Add-Ons**

- Advanced workshops
- Change management support
- Continuous learning programmes

B11**SOCIAL
VALUE****Our Commitments**

- **Net Zero 2035** Carbon reduction plan aligned with government targets
- **Living Wage** Accredited Real Living Wage employer
- **TOMs Framework** Social value measured and reported transparently
- **SME/VCSE Priority** Local and diverse supply chain engagement

B12**REPORTING & KPIS**■ **Monthly**

- Milestone progress
- Risk and issue status
- Resource utilisation

■ **Quarterly**

- Project health assessment
- Benefits realisation
- Lessons learned

Reporting outputs are designed to support internal governance, audit, and assurance requirements. Reports can be shared directly with finance, procurement, and oversight teams without modification.

B13**PRICING****Time & Materials**

SFIA-aligned day rates

Fixed Price

Milestone-based payments

Outcome-Based

Performance-linked fees

Detailed SFIA rate card provided as separate PPG upload.

B14**ORDERING & INVOICING**

Orders placed via Public Procurement Gateway (PPG) using Contract Award Service.

TERM	DETAIL
Billing	Monthly in arrears or milestone-based
Payment Terms	30 days (Public Sector Payment Policy)
Payment Method	BACS transfer

All invoices include detailed breakdowns by deliverable and resource, suitable for finance review and audit trail requirements.

B15 BUSINESS CONTINUITY

MEASURE	TARGET
Recovery Point Objective (RPO)	Up to 24 hours
Recovery Time Objective (RTO)	24-48 hours for critical services
DR Testing	Annual minimum (ISO 22301 aligned)

B16 DATA PROTECTION

Full compliance with UK GDPR and Data Protection Act 2018.

■ Technical Controls

- Encryption in transit and at rest
- Access controls and audit logs
- Regular security assessments

■ Governance

- Designated Data Protection Officer
- ICO registration maintained
- Breach notification procedures

B17

ACCESSIBILITY

WCAG 2.1 AA
Fully compliant

WCAG 2.2
Patterns adopted in all new deliverables

Formats
HTML, PDF, large print, Easy Read

B18

CONTACT US

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Digitally Driven, Socially Empowered

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