



Education Case Management System Implementation

ESTABLISHED
2016

REFERRALS

100
%
WORD OF MOUTH

SECTOR
EXPERIENCE

200+
YEARS
COMBINED

CERTIFIED

CE+
CYBER
ESSENTIALS



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PART A SERVICE-SPECIFIC INFORMATION

A1 SERVICE SUMMARY

Service Name

Education Case Management System Implementation

Service Description

We implement Education case management systems that actually support how Education teams work. School admissions, attendance, exclusions, early years, transport, education welfare, SEND - the full scope of local authority education services configured in Synergy, Liquidlogic EHCP, and other platforms. Not generic implementation, but education-specific expertise built from years of working with education teams.

Portsmouth: 17 education services configured across 22 months - Capita One to Synergy. Enfield: Liquidlogic EHCP for SEND, Educational Psychology, and Behaviour Support services. North Northamptonshire: Capita One to Synergy migration currently in delivery - our third such migration following Kent and Portsmouth.

Education systems touch families at critical moments - school admissions that determine life chances, SEND support that enables children to thrive, early years provision that supports working parents. We configure systems that help Education teams deliver these services effectively, with the census compliance and statutory reporting that DfE require.

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, system extensions, and specific components - whatever you need.

Full Education System Implementations

End-to-end delivery of Synergy or Liquidlogic EHCP. From discovery through configuration, data migration, training, go-live, and early life support. Portsmouth: 17 education services across 22 months. Enfield: SEND, Educational Psychology, and Behaviour Support across 36+ months.

SEND & EHCP Implementations

Specialist SEND system delivery - Liquidlogic EHCP, Synergy SEND modules, or integration with existing children's social care platforms. EHCP workflows, annual reviews, tribunal management, Educational Psychology, and Behaviour Support services.

Specific Components

Pick the elements you need:

Discovery & Business Case: Current state assessment, requirements gathering, options appraisal, implementation roadmap, benefits identification

System Configuration: Module setup, workflow design, form configuration, picklist design, user roles and permissions, pathway configuration

Data Migration: Legacy system extraction (Capita One, Synergy, spreadsheets), data mapping, transformation, testing, go-live migration

Census & Statutory Returns: School Census, Early Years Census, Alternative Provision Census, SEN2 returns - configuration, validation rules, pre-submission testing

Integration: Children's social care connectivity, DfE data exchange, school MIS links, portal integration, GIS connectivity

Training & Adoption: Training programme design, classroom delivery, materials development, super user development, go-live support

Managed Services: Ongoing support, system optimisation, annual census support, configuration changes

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:

Proven Education Expertise Synergy, Liquidlogic EHCP, Capita One - we implement across the major education platforms. School admissions, attendance, exclusions, early years, transport, education welfare, SEND, Educational Psychology, Behaviour Support. One of only a handful of suppliers with this depth of education system experience, built from years of working with education teams on complex implementations.	Capability, Not Dependency Knowledge transfer builds your internal capability. Training programmes designed around education peaks - admissions rounds, census periods, academic year transitions. We measure success by what your team can do after we leave, not by how long you need us.	Specialist SEND Delivery EHCP implementations that support statutory timescales. Liquidlogic EHCP, Synergy SEND modules - we configure the workflows for 20-week assessments, annual reviews, tribunal management, and transition planning. Enfield: 14 business processes, 12 portal forms, Educational Psychology and Behaviour Support services alongside core SEND.
Census & Statutory Compliance DfE census returns that validate first time. School Census, Early Years Census, Alternative Provision Census, SEN2 - we configure the data collection, validation rules, and submission processes that ensure compliance. Census failures mean statutory breaches - we configure systems to get it right.	Legacy System Migration We replace ageing education platforms with modern alternatives. Capita One to Synergy is our speciality - Portsmouth, North Northamptonshire, and counting. We understand the Oracle extraction challenges, data complexities, and change management required when moving from systems education teams have used for decades.	Cross-Service Integration Education doesn't exist in isolation. We integrate with children's social care (Liquidlogic, Mosaic), DfE data exchange, school MIS systems, customer portals, and GIS. The joined-up view across education and social care that supports vulnerable children.

A3

BENEFITS

DEEP
EFFICIENCY

Synergy, SystemC Liquidlogic EHCP, Capita One. Deep expertise across the major education case management platforms.

PROVEN
SAVINGS

Every agreed go-live delivered. No failed implementations. Long relationships built on delivery, not promises. Councils come back because we get it done.

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
Synergy	Expert	Portsmouth (17 services, 22 months), North Northamptonshire. Full module coverage including admissions, attendance, early years, SEND, transport.
Capita One	Expert	North Northamptonshire replacement programme. Data extraction expertise, migration support, legacy system knowledge.
Liquidlogic EHCP	Expert	SEND, Educational Psychology, Behaviour Support services. EHCP workflows, annual reviews, tribunal management. Integration with Liquidlogic Children's (LCS) for joined-up view across social care and education.

A5**CASE STUDY**

CLIENT SUCCESS

Portsmouth City Council

Challenge: Unitary authority replacing legacy Capita One with Access Synergy. 17 education services to configure - SEN, Early Years, Admissions, Exclusions, Virtual School, Education Business Support, and more. Data migration from Oracle database. Census compliance critical.

Solution: 22-month programme. Phased implementation across all 17 education services. Data migration from Capita One. Census configuration with pre-submission testing. Comprehensive training programme for all service areas.

Outcome: July 2024 go-live delivered on time. All 17 education services operational on Synergy. Census compliance achieved. Follow-on reporting contract awarded - demonstrating ongoing client confidence.

CLIENT SUCCESS

North Northamptonshire Council

Challenge: New unitary authority needed to replace inherited Capita One system with modern cloud-based platform. Legacy system and spreadsheets creating inefficiencies. DfE census compliance, portal integration, and GIS connectivity required.

Solution: 16-month programme delivering Synergy implementation. Data migration from Capita One and spreadsheets. Module configuration across education services. Portal implementation for customer and partner access. Same BetterGov team that delivered Portsmouth.

Outcome: Implementation in progress. BetterGov is one of only a handful of suppliers with proven Capita One to Synergy migration expertise - this is the third such migration we have delivered.

CLIENT SUCCESS

Liquidlogic EHCP

Challenge: London Borough implementing Liquidlogic EHCP for SEND services. Legacy spreadsheets and manual processes. Educational Psychology and Behaviour Support services also in scope. Integration with existing Liquidlogic Children's system required.

Solution: Multi-year programme covering discovery, configuration, and data migration. 14 business processes configured. 12 portal forms designed. EHCP workflows, annual reviews, tribunal management. Educational Psychology and Behaviour Support services alongside core SEND.

Outcome: SEND services operational on Liquidlogic EHCP. Joined-up view across education and social care. Ongoing relationship with follow-on work continuing.

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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