



Social Care and Education Data Migration Services

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

Social Care and Education Data Migration Services

Service Description

We move your data without losing your history. With 30+ social care and education migrations over the last decade, we've refined our approach through every platform combination the sector has thrown at us - and built a comprehensive testing methodology to match. Structured validation across multiple rounds, a bank of test scripts ready to deploy from day one, and AI-powered automation accelerating validation in our latest projects. Every assessment, every case note, every safeguarding concern - migrated accurately from legacy systems that vendors would rather you abandoned.

Kensington & Chelsea: migration from their beloved in-house KCics system to shared Mosaic across the Bi-Borough - 600 staff, 20 care pathways, full historical preservation. Redbridge: CareFirst and Abacus to Liquidlogic, 500+ staff, complete finance migration to ContrOCC. Enfield: Synergy to Liquidlogic EHCP for SEND, Educational Psychology, and Behaviour Support services.

When your legacy system vendor says the data can't be extracted, or your new system vendor says they don't support migration from your current platform, call us. We've migrated from SWIFT, CareFirst, Frameworki, Protocol, Paris, CareDirector, AIS, Mosaic, Liquidlogic, Capita One, Synergy, Liquidlogic EHCP, document repositories, spreadsheets, and systems so old the original developers have retired. If the data exists, we can migrate it.

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 manage end-to-end migration programmes or deliver specific components - whatever you need to get it done right. Whether you need a partner to own the entire migration journey or specialist support to fill gaps in your team, we flex to fit. We work closely with system suppliers throughout, coordinating extraction tools, target system configuration, and cutover planning. And we stay until it's finished - not until the contract says we should.

Typical components include:

Data Migration Strategy: Source system assessment, data quality analysis, migration approach design, risk assessment, timeline and resource planning

Data Migration Specification: Detailed mapping documents, transformation rules, business rules documentation, data cleansing requirements, acceptance criteria

Infrastructure: Environment setup, database provisioning, connectivity between source and target systems,

performance optimisation

Extraction & Transformation: Legacy system data extraction (SWIFT, CareFirst, CareDirector, Protocol, Paris, Frameworki, AIS, Mosaic, Liquidlogic, Capita One, Synergy, Liquidlogic EHCP, document repositories, spreadsheets), data mapping, transformation routines, data cleansing

Data Quality & Exception Reporting: Data profiling, quality assessment, exception identification and reporting, business-owned cleansing decisions, quality dashboards, trend tracking across migration rounds

Project Management & Governance: Programme oversight, governance frameworks, data quality checkpoints, business sign-off processes, reconciliation reporting, stakeholder management, risk and issue management

Testing: Typically 3 or 4 rounds, proven test script library, structured validation processes, AI-powered automation, user acceptance testing coordination, defect management

Execution: Dry runs, rehearsal migrations, go-live cutover, rollback planning, post-migration validation, early life support

Legacy Decommissioning & Archive: Legacy system switch-off planning, archive design and implementation, retention policy considerations, historical data retention, audit trail preservation, system decommissioning

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 Expertise 30+ successful migrations over the last decade - zero failed go-lives. SWIFT, CareFirst, Frameworki, Protocol, Paris, CareDirector, AIS, Mosaic, Liquidlogic, Capita One, Synergy, Liquidlogic EHCP - we've extracted from them all. When vendor support has ended and documentation doesn't exist, we reverse-engineer data structures and build extraction routines. Redbridge: CareFirst and Abacus to Liquidlogic, complete finance migration across 500+ staff. Enfield: Synergy to Liquidlogic EHCP across SEND, Educational Psychology, and Behaviour Support. Councils come back because we deliver - Kent: 7+ years. When legacy system vendors have given up and others say it can't be done, councils with the most complex migration challenges come to us.	Comprehensive Testing 30+ migrations have taught us what can go wrong - and how to catch it before go-live. Our 4-round testing methodology, bank of proven test scripts, and structured validation processes are ready to deploy from day one. Recent implementations benefit from AI-powered automation accelerating validation cycles. We don't just migrate data - we prove it's right.	Migration Governance Data migration is a programme, not a task. Detailed migration specifications, governance frameworks, data quality checkpoints, business sign-off processes, reconciliation reporting. We provide the structure that turns a risky data move into a controlled transformation with clear accountability.
Proven Accuracy 99.99% data accuracy isn't a target - it's our track record. Perth & Kinross: 94 million records migrated. Kensington & Chelsea:	Complex Merge & Separation When councils merge or services reorganise, data from multiple systems needs combining - or consolidated data needs separating	Document Migration Case records aren't complete without their documents. We migrate documents alongside structured data - assessments, care

600 staff, 20 care pathways, full historical preservation. Education migrations preserving pupil histories, EHCP records, and statutory returns data. Structured validation, reconciliation before cutover. Your historical data is your corporate memory - we treat it with the respect it deserves.

out. We've merged data from separate Adults and Children's instances, consolidated multiple legacy systems into unified platforms, brought together education data from spreadsheets and disparate systems, and unpicked shared databases when partnerships end. Identity matching, data ownership, and entitlement challenges - we've resolved them all.

plans, court bundles, correspondence. The full picture, not just the database fields.

A3

BENEFITS

1BN+
EFFICIENCY

Over a billion records migrated across 30+ projects. Case notes, assessments, safeguarding concerns, financial transactions, documents - all preserved with full historical integrity. Scale doesn't scare us.

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
Legacy Case Management Systems	Expert	SWIFT, CareFirst, Frameworki, Protocol, Paris, CareDirector, AIS, Mosaic, Liquidlogic, bespoke in-house systems (KCics, OASSIS). Document repositories including TRIM, Info@Work, SharePoint, network drives. Deep SQL Server and Oracle expertise including conversions between them. We've extracted from every major social care platform the UK market has used over the last two decades - and many it's forgotten.
Finance & Education Systems	Expert	Abacus, ContrOCC, Cedar, Agresso, Capita One, Synergy, SIMS. Finance data migration with full transactional integrity, education system migrations preserving pupil histories and statutory returns data.
BetterGov Testing Platform	Expert	Our own platform for automating migration testing and managing issues. Accelerates validation cycles, tracks exceptions, manages defects through to resolution. Built from 30+ migrations and continuously refined with AI-powered automation.

A5

CASE STUDY

CLIENT SUCCESS

Royal Borough of Kensington & Chelsea (Bi-Borough)

Challenge: Kensington & Chelsea needed to migrate from their beloved in-house KCics system to a shared Mosaic instance with Westminster - the Bi-Borough model. 600 staff, 20 care pathways, and the complexity of migrating into an existing shared environment rather than a fresh installation. Unique data structures, bespoke workflows, and the challenge of preserving years of case history while aligning with another borough's configuration.

Solution: Detailed migration specification developed to map KCics data structures to Mosaic. Multi-round testing with structured validation. Close collaboration with Access to coordinate target system configuration. Practitioner-led design ensuring migrated data supported actual working practices. Phased approach managing risk throughout.

Outcome: Successful migration with full historical preservation. 600 staff operational across 20 care pathways. Bi-Borough shared services model achieved. Practitioners describe workflows as 'much easier and quicker to use.' On-time delivery.

CLIENT SUCCESS

London Borough of Redbridge

Challenge: Major London Borough replacing legacy CareFirst and Abacus systems with Liquidlogic (LAS) and ContrOCC. 500+ Adult Social Care staff dependent on accurate data. Complete finance migration required to maintain provider payments. Document migration from multiple sources including Info@Work.

Solution: 38-month programme covering full data migration from CareFirst to LAS and Abacus to ContrOCC. 4-round testing approach with structured validation. Finance data migration ensuring payment continuity. Document migration maintaining case record links. Close coordination with Liquidlogic throughout.

Outcome: May 2023 go-live delivered on time. 500+ staff accessing migrated records. Finance continuity maintained - no payment disruption. Legacy systems successfully decommissioned. Sprint 2 awarded for training and reporting - demonstrating ongoing client confidence.

CLIENT SUCCESS

London Borough of Enfield

Challenge: Major London Borough replacing legacy Synergy system with Liquidlogic EHCP for SEND, Educational Psychology, and Behaviour Support services. The incumbent Synergy system was deemed unfit for purpose. Complex data migration required across multiple service areas. 14 business processes and 12 portal forms to be configured. Enfield was the only London Borough using OLM, creating challenges for peer benchmarking.

Solution: Multi-year programme starting with comprehensive options appraisal evaluating four solutions across 50+ requirements. Following selection of Liquidlogic EHCP, full implementation programme covering data migration, case management configuration, portal implementation, and testing. 1,243+ consultant days of implementation effort. Close coordination with Liquidlogic throughout.

Outcome: 36+ month strategic partnership and growing. Options appraisal enabled informed procurement decision. Implementation on track with data migration, testing, and configuration workstreams progressing. Follow-on Adults Finance review demonstrates ongoing client confidence.

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

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Digitally Driven, Socially Empowered

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