

VerseOne Professional Services

Service Definition Document

VerseOne Group Ltd

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1. Introduction

VerseOne delivers transformative experiences that change the way the public sector interacts with its customers and engages with its employees. Founded in 2004, we have over two decades of innovation heritage, working in the social housing, NHS and local government sectors.

The team at VerseOne is passionate about solving problems that help our customers to meet the needs of their service users, and we take great pride in the work we do to help in mission-critical environments.

We have an in-house product development team that leverages our key pillars of Integration, Automation and Personalisation to create digital solutions that people love to use. By integrating to back-office systems and a familiar Microsoft environment, along with automating processes and enabling self-service, we enable 24/7 working practices, drive efficiencies, and improve outcomes.

2. Professional Services from VerseOne Group

Professional services play a crucial role in supporting the implementation of software solutions, offering numerous benefits:

Expertise: Our team provide specialised expertise in implementing software solutions. Blending their experience across various industries and our chosen markets, enabling them to navigate complexities efficiently providing solutions that meet the needs of the customer and its stakeholders.

Efficiency: Our professional services expedite the implementation process, reducing the time it takes to deploy the solutions. Our experience allows us to anticipate challenges and implement solutions quickly, minimizing disruptions and maximising the RoI.

Risk Mitigation: Implementing new software can be risky, with potential for disruption. Our professional service help mitigate these risks by following best practices (ISO9001 and ISO27001), ensuring data integrity, and implementing robust security measures.

Training and Support: VerseOne offers training programs (e-learning and instructor led) to educate your team on how to use the software effectively. Additionally, professional services provide ongoing support to address any issues or questions that may arise post-implementation, ensuring smooth operation of the software.

Scalability: As your business grows or evolves, our professional services help scale the software solution accordingly. Our Customer Success team advise on expansion strategies, integrate additional features, ensuring you are maximising the value of your investment.

Quality Assurance: Our professional service include thorough testing and quality assurance processes ensuring that the solution functions as intended. This helps minimise errors, enhancing user experience and productivity.

Continuous Improvement: At VerseOne all our teams stay updated on the latest trends and advancements in technology. Ensuring, that we can advise on opportunities for continuous improvement, such as integrating new features, optimising performance, or adopting emerging technologies to stay competitive.

3. VerseOne Digital Experience Platform

VerseOne's believes that transformative experiences hinge on our ability to deliver the right information to the right people at the right time, via the channel or device of their preference. To allow us to do this, our product portfolio is built on the key pillars of Integration, Automation and Personalisation.

3.1 Integration

The creation of rich experiences, with accurate data, requires integration with back office systems. These include line of business type applications (like Housing Management Systems in Social Housing or Clinical Service Databases in the NHS), operational applications (like HR Systems, Workforce Schedulers, Candidate Management Tools, etc), or mainstream IT environments (like Microsoft Active Directory, SharePoint, OneDrive, M365, Teams, etc).

Regardless of the system in question, Autevo from VerseOne uses API connection to push and pull information to/from these systems, including the ability to "write back" if the user updates any records, for example. This kind of integration allows customers to serve themselves, employees to access the information they need to do their jobs, and delivers great experiences 24/7/365.

3.2 Automation

VerseOne builds on the foundation of integration by using our in-house Business Process Automator (BPA) to speed up your operations via automation. We have many prebuilt processes in our digital solutions, designed-for-purpose for social housing and healthcare use, as well as giving you the toolkit needed to automate your own unique processes.

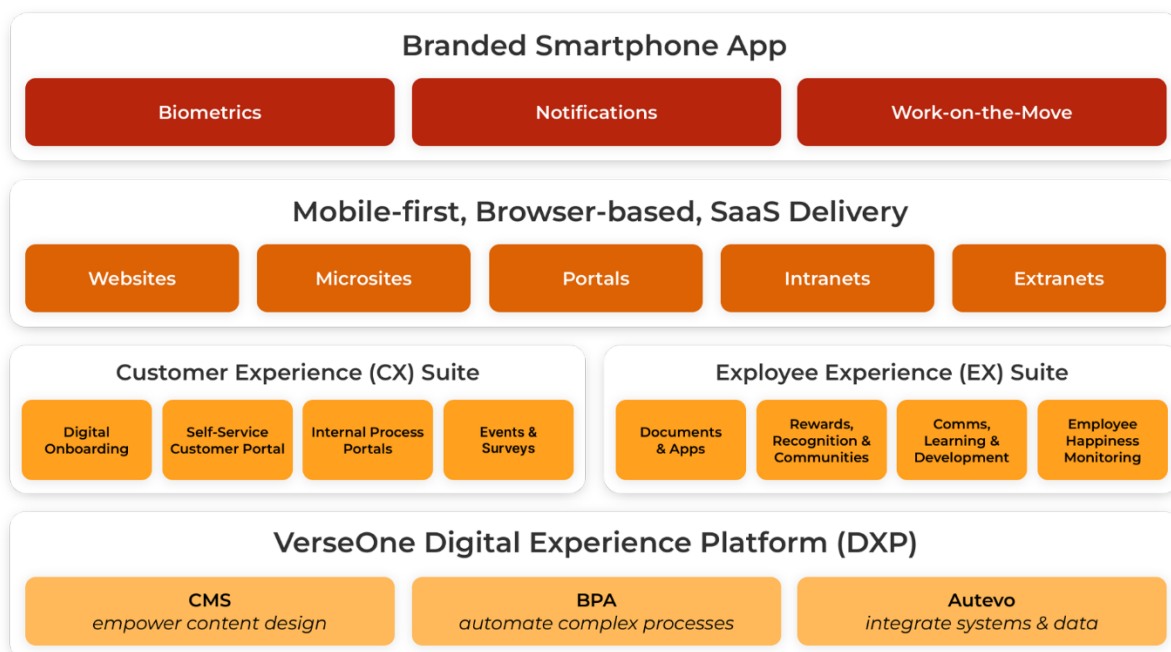
Automation is a significant value driver as it saves time and cost whilst ensuring greater accuracy and quality. Using BPA alongside Autevo allows us to transform the way you work whilst making life easier for the customers you serve.

3.3 Personalisation

VerseOne infuses all our solutions with personalisation so that your users (be they customers or colleagues) can tailor the experience you deliver to their personal preferences and working practices. This starts the minute they logon (using biometrics, perhaps) via secure authentications methods and see the page in front of them transform to their own unique version of the solution.

Our Content Management System (CMS) allows users to subscribe to information sources that they like whilst our AI-powered preference management tools deliver curated content based upon the user's historical behaviour.

Softkey configurable placements allow content creators to change how your solution works, natively in the CMS, without needing to write code. This allows you to customise and personalise your digital world, without the delay or cost usually associated with such advanced functionality.



The combined power of Integration via Autevo, Automation via BPA and Personalisation via CMS come together to form VerseOne Digital Experience Platform (DXP). We leverage this capability to change you interact with customers and engage with employees.

3.4 Customer Experience (CX) Suite

Our CX Suite puts the power of our DXP in the hands of your customers. We have out-of-the-box capabilities to bring your customers online, enable self-service, automate internal customer-facing processes, run events, carry out surveys, and much more besides.

3.5 Employee Experience (EX) Suite

Our EX Suite does the same but this time, it's your workforce that we're empowering. We give them access to the people, policies, knowledge and tools they need to do their jobs, including the ability to collaborate in real-time with their colleagues. We also help with Rewards & Recognition, Learning & Development, real-time happiness monitoring, and more.

3.6 The Digital Solution

Our CX and EX Suites are delivered in a mobile-first, accessibility compliant manner, via either a browser or an app. Historically, we've called these websites or intranets or portals, but that doesn't do justice to the transformative power of these digital solutions.

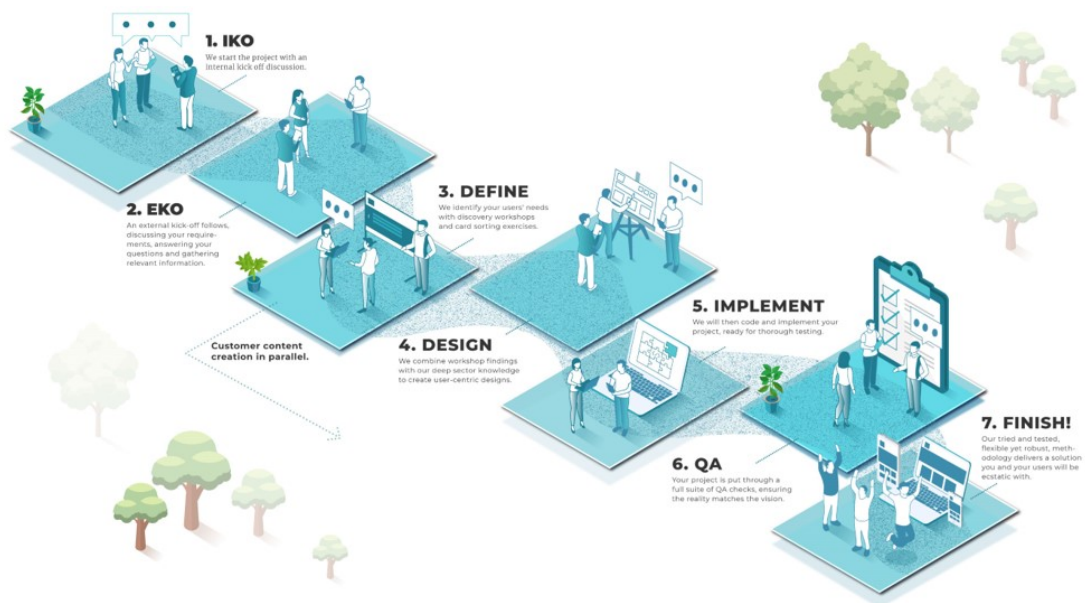
In a mobile-first world, push notifications and instant logon via biometrics means we can work and interact from anywhere, and access the VerseOne CX and EX Suites to achieve great things in the modern working world.

3. Project Implementation Process

For your digital solution to be successful, VerseOne combines both creative inspiration and practical execution skills to work with your teams on project delivery and implementation.

3.1.The Stages of the Project

The diagram below shows the key steps in the process we follow to bring a digital project to life, using ISO9001 and ISO27001 principles.



3.1.1. Internal Kick Off

For the IKO, we bring together the whole bid team (which includes four people who are board members and part of our senior management team). The objective of the IKO is to prepare for the rest of the process, brief any new members of the project team, and to start brainstorming ideas of how to deliver the project.

3.1.2.External Kick Off

The EKO is as it sounds. It's the beginning of the formal project management process (described in detail in the next section), where we outline the overall approach, answer questions, and gain key insights from the virtual team at the customer's end. This includes "must do" and "must not do" items.

3.1.3.Define, Design and Implement (or Deploy)

These will be described in the Project Journey section below in more detail.

3.1.4.Quality Assurance

At QA, we go through both internal tests as well as user acceptance testing and/or any equivalent steps with your team to ensure that the solution meets your needs at a functional level as well as for usability, accessibility and more.

3.1.5.Finish

Once you have signed off on the project and the content has been uploaded, the project is finished, and the solution goes live for your users.

3.2.MyVerseOne Portal

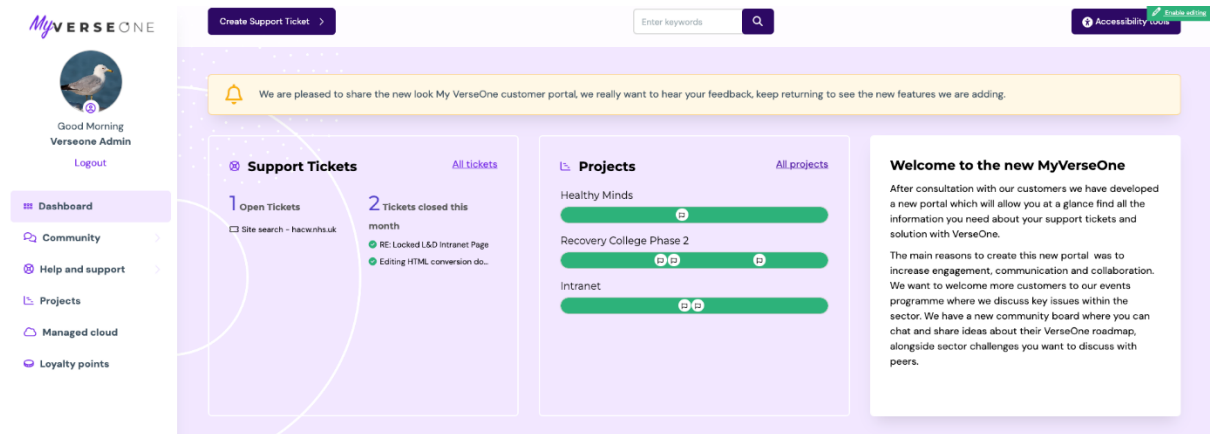
At VerseOne, we use open standards and open-source software to build our own customer self-service portal solution.:

As a snapshot, it provides the following key features to users:

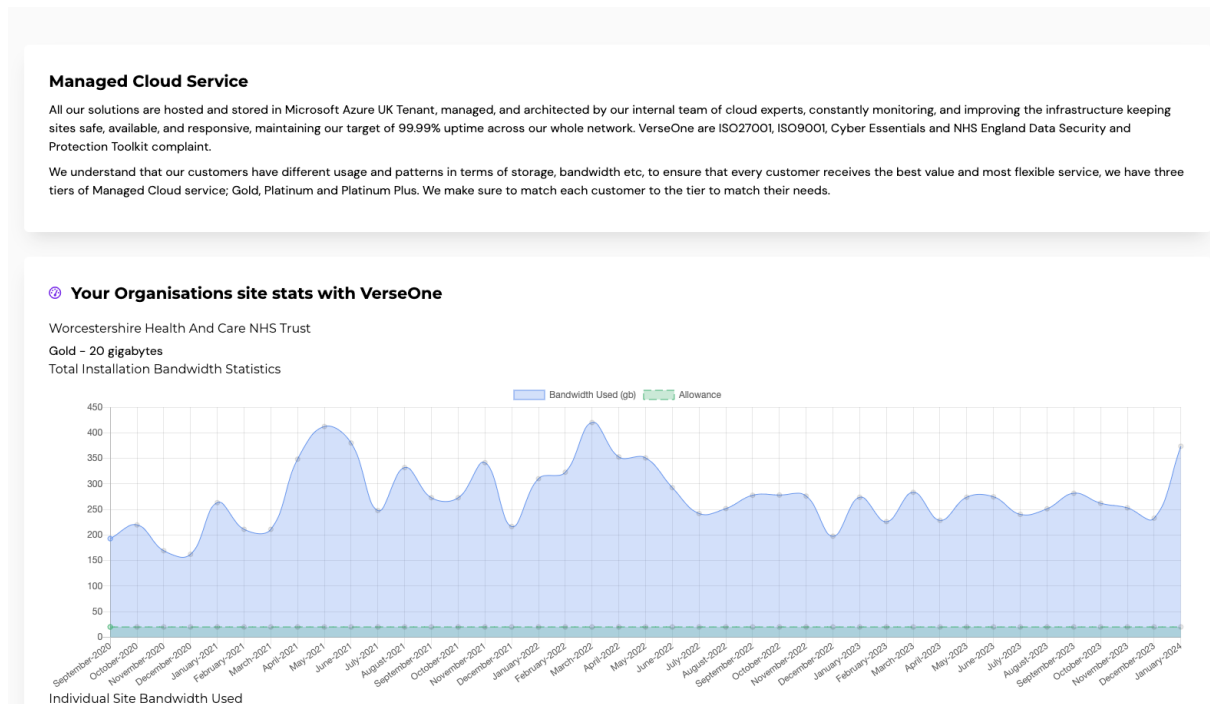
- Raise and manage support requests
- View project management timelines, milestones and documentation

- Reach community discussions and newsfeeds (for you to interact with your peers and fellow VerseOne customers)
- Access our knowledge hub and e-learning
- See current utilisation levels of bandwidth and storage

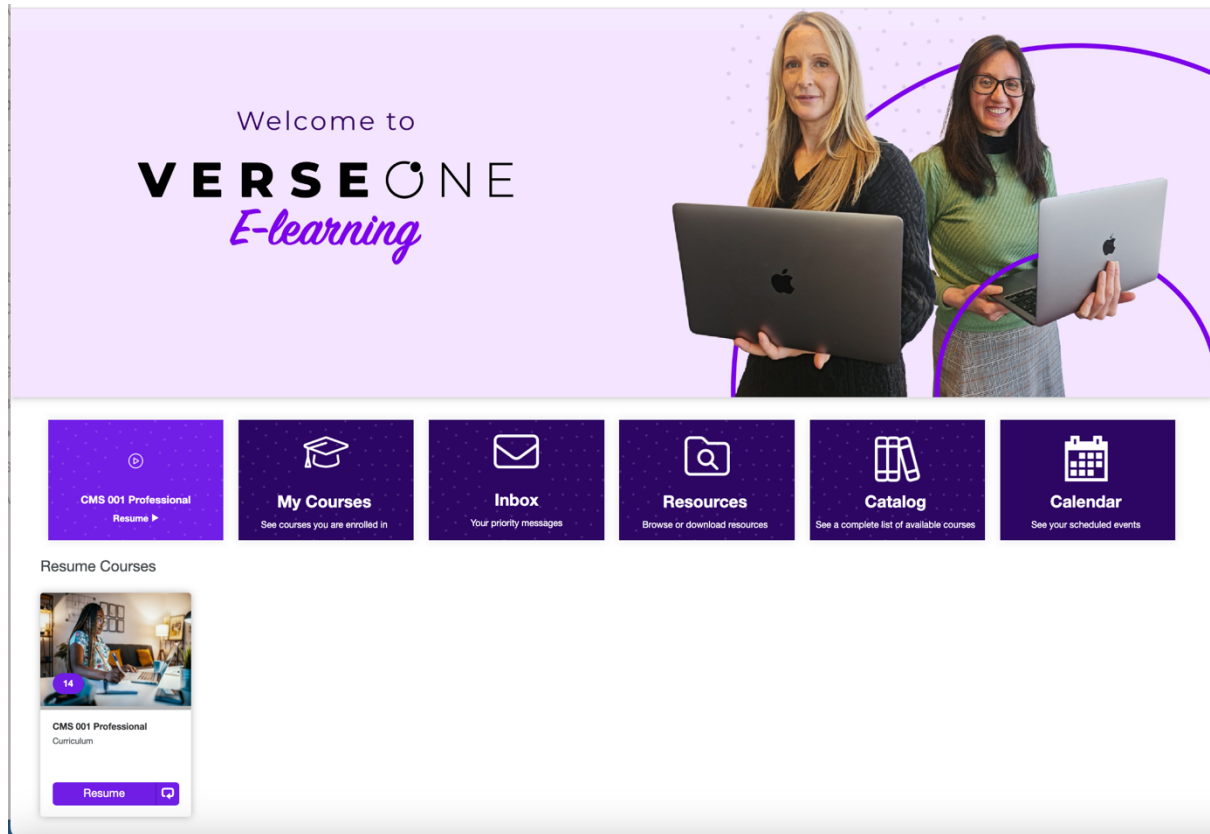
This is the portal homepage:



We provide utilisation graphs, such as the one below for Managed Cloud Services:



We have a comprehensive Knowledge Centre, where VerseOne users can go to find a wealth of information about how to make the most out of our CMS, as well as access to the VerseOne E-learning Academy:



Users can also share help with their peers in the interactive forums:

CMS Discussion Forum

What you need to know

Engage with us and other VerseOne CMS users to share your experiences on our new Community Forum. You can create new general discussion threads in the below topics and reply to posts from other VerseOne CMS users. Alternatively, view and vote on upcoming releases and features on our Development Forum.

Search Forum

Search

Topic

All topics..

Search

< Back to all topics

Discussion Threads for topic: *Product Releases*

Thread	Author	Started	Replies	Latest Post
Q3 product updates	Verseone Admin	17 Oct 2023 17:18		

Total results: 1

+

Want to start a thread?
Go Ahead!

START A NEW THREAD

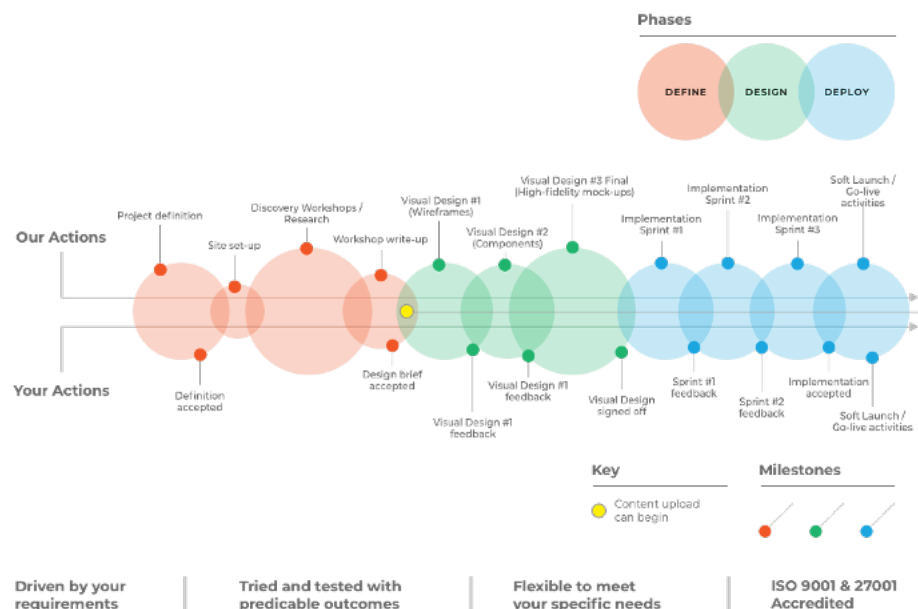
* Your name

* Your email address

Your website URL (optional)

3.3. Project Management Process in Detail

The diagram below shows the key stages in our delivery approach:



During the execution phase your project will be managed by a dedicated Project Manager from our Project Management Office (PMO). The following are the key elements of our approach:

- **Agreed Definition and Milestones:** the PMO works with your project team to define the project's scope, objective and deliverables. The teams establish key milestones or checkpoints to track progress.
- **Project Communications:** from the External Project Kick off to the Project Closure meeting, the PMO is in regular contact with your project team. These weekly updates include the project status, delivery against key milestones, and issues and risks. Communication between the two project teams is imperative to a project's success, highlighting concerns as soon as they arise, along with proposed solutions or mitigation strategies.
- **Project Documentation:** all relevant materials – the initial requirements, intranet designs, project plans and progress, weekly minutes, etc – are sent to the project team and available through MyVerseOne.
- **Stakeholder Engagement and Workshops:** we place significant importance on stakeholder engagement early in the process so that we engage with the customer's project team and the wider stakeholder group early and often. These consultations involve stakeholder workshops based on an Information Architecture Methodology. The workshops help to identify user goals, user journeys, aesthetic preferences, and more.
- **Types of Stakeholders involved:** VerseOne involves various stakeholders, including service users, staff members, and senior management, in the consultation process. Each group provides valuable input and we would work with you to define who should be in these internal and external user groups.

3.3.1. Define Phase and Information Architecture (IA)

IA is an essential aspect of designing intranets and other web-based solutions. We focus on organising and structuring content in a way that ensures users can find the information they need quickly and efficiently.

In essence, it's about creating a logical and user-friendly structure for information. One of the foundational steps in the IA process is defining clear aims or objectives for the project. This step involves separating "the means,"

"the reason," and "the ends", which helps clarify the project's goals and deeper intentions.

Information Architecture acts as a guiding framework for structuring information and content in a way that not only serves the needs of users but also aligns with the broader goals of the project and the outcomes you wish to deliver. It's a critical component in web design, user experience (UX) design, and the overall success of digital information systems.

The IA workshoping process helps us to develop the following:

- **User-Centred Design:** the IA exercise helps VerseOne to gain insights into how the solution will contribute to your project objectives, meet the needs of your stakeholders, and promote the organisation's brand and identity.
- **Navigation and Signposting:** a good sitemap, nav design, breadcrumbing, etc, help in categorising content and assigning hierarchical relationships. This ensures that important information is prominently featured and easily accessible, improving user engagement.

3.3.2.Design Phase

Following the stakeholder workshops, VerseOne moves into the design phase. This consists of the following elements:

- **Site Specification Document:** a comprehensive document is created to detail all the outcomes of the Define (Digital Discovery) Phase. This document serves as foundational information for the entire project, ensuring that everyone involved has a clear understanding of the project's objectives and requirements.
- **Style Tiles and Design Prototype:** our creative team creates style tiles and design prototypes based on the inputs received during the discovery workshops. These style tiles will be fresh, creative, and accessible, ensuring the intranet's visual appeal and usability.
- **Prototype-Based Design Process:** VerseOne follows a prototype-based design approach, recognising the dynamic nature of the web.

This approach involves using mood boards, style tiles, concepts, and live prototyping to capture the intranet's look and feel and its various elements. It allows for direct collaboration between our designers and your team, particularly when working on page layouts and content positioning within a browser.

- **Flexibility and User-Centric Design:** the goal of VerseOne's approach is to create a flexible and engaging design that aligns with your identity. However, the primary focus is on meeting the user's needs. This means ensuring that visitors can easily find information, understand it, and interact with it in a way that supports your organisational objectives.

In summary, VerseOne's approach to web design emphasises collaboration with clients and stakeholders, user-centric design principles, and the use of prototypes to create a visually appealing and functional website that aligns with the Trust's goals and identity.

3.3.3. Deploy (Implementation) Phase

Our implementation process follows a sprint-based approach. Sites are built in sprints allowing customers to check progress regularly. It also allows our Front-End Development (FED) team to build iteratively and refine the build, ensuring that it meets the project objectives and the site design. The FED team uses the latest web standards, including HTML5, CSS3 and JavaScript, to ensure that the site looks and functions as intended.

Unlike templated CMS solutions (e.g. WordPress), the VerseOne CMS is designed to be highly flexible. Content areas are generated when Placements (or widgets) are added to a page. This means your team can customise the content layout of any page on the intranet by simply adding or removing these Placements.

Our CMS is built to support Responsive Web Design (RWD), which means that intranets created using the CMS will automatically adapt and respond to difference screen sizes and orientations. By starting with a mobile-first mindset, our teams ensure that the most critical content and features are prioritised for smaller screen, providing a better experience for users on mobile devices.

3.3.4. Accessibility

VerseOne is committed to championing accessible web solutions and adheres to the W3C WCAG 2.2 AA standards as a minimum. This demonstrates a strong commitment to ensuring that sites are usable by a wide range of users, including those with disabilities.

3.3.5. Post go-live and transition to Business as Usual

At the beginning of the project, you are assigned a Customer Success Manager (CSM) and Account Manager (AM). The CSM acts as your voice within VerseOne; they are involved from pre-sale and stay with your account, working on your behalf and becoming an extension of your organisation.

4. Total Engagement Programme

VerseOne has developed our Total Engagement Programme (TEP) as our full lifecycle initiative for looking after customers. TEP covers all the elements of our customer experience, from support to account management and much more.

The diagram below shows the elements of our TEP:



The initial stages of engagement are Define – Design – Deploy, and these have already been discussed above.

Analyse and Advise are crucial stages where we help customers to understand the art of the possible with the solutions we provide you, as well as keeping you up-to-date with the latest digital industry developments. This includes regular events (even weekly webinars) where you can meet useful and interesting people, learn about best practices, and network with your peers.

The final stage of TEP is Benefits Realisation. Our Customer Success team takes ownership of this by defining (with you) what good looks like for each project, allocating KPIs and measurement tools (e.g. Google Analytics). At an appropriate time – and ongoing – your Customer Success Manager will sit down with your team and go through the expected benefits and whether they have been realised, using the metrics and tools we have agreed.

4.1.Advisory Boards and User Groups

As part of our commitment to the social housing and NHS sectors, we run half-yearly advisory boards and user groups. The former are aimed at senior management, with topics that discuss the issues of the day, featuring speakers and leading thinkers from within the housing sector and outside experts too.

The latter are for the communications, marketing, IT and HR managers who are the day-to-day users of our solutions. Here, you have the opportunity to mingle with your peers, learn about getting more from our portfolio, hear about our roadmap and strategy, as well as having input on our future developments, including bespoke feature requests.

5. Support, Maintenance and Managed Cloud Services

5.1.Support and maintenance

We aim to resolve your call to VerseOne Support as swiftly as possible. Sometimes our ability to serve you may be partly dictated to by third-party service level agreements, e.g. with our managed hosting partners. In the event that we have escalated an issue to a partner like Microsoft, we will endeavour to keep you as informed as possible on a regular basis whilst letting you know the status of the ticket(s) raised with those partners.

Each of your requests is assigned a priority level determined by the nature of the request and the number of users affected by the problem (full details are in our SLA document, available on request). The progress of each call is closely monitored to ensure it is resolved within the agreed target time. All target times relate to hours of cover only (see above).

As a snapshot view (further detail below), we offer 24/7/365 support on the infrastructure (our Managed Cloud Service) that hosts our customers' solution. Standard support on the solution is Monday to Friday, 09:00-17:30.

5.2.Escalation Process

Escalation paths are fully described in our SLA document. The summary position is that any support issues are escalated from the Support Team Leader to, Chief Solutions Officer (VerseOne board member), and ultimately to VerseOne Founder and Executive Chairman.

Very rarely, if the issue is product-related, the escalation is to Chief Product and Compliance Officer (also a VerseOne board member). We believe these escalation paths should be very comforting for customers as any breach of SLA or P1 issue (see table below) is very quickly in the hands of at least one Executive Board Director.

In addition, hosting and solution performance is reported on at the monthly Board Meetings, with any security incidents also reported at that forum, along with any tickets that fall outside of SLA and any P1 incidents.

5.3. Upgrades and Software Maintenance

VerseOne provides free of charge (in-version) upgrades as part of its standard Support and Maintenance contract. This is not only to give our customers the best value from their investment, but also because it is advantageous for us to ensure that our customers have all the latest security fixes and new features.

We use open-source software and open standards principles to build our technology stack, meaning that customers are not at risk of having (for example) a third-party plug-in accidentally becoming a security hole, or for an open-source CMS to be discontinued, requiring a lift-and-shift upgrade. Instead, we control functionality and security so that customers are never left stranded or exposed to security threats they couldn't possibly have anticipated in an open-source environment. All VerseOne Customer benefit from being on the latest release and will not be in position where the software is end-of-life'd.

5.3.1. Maintenance Patches

Fixes to software defects (broadly defined as a feature that is not working substantially in accordance with the specification; deliberate changes to the way in which a feature works are not classified as defects) may be applied via a Maintenance Patch, especially where the defect is causing operating, compliance, or legal issues. This may be a minor change to code but will not usually include a database modification. Where a database modification is required, it will be limited to a few tables or table metadata.

Whether a defect requires a Maintenance Patch or not is decided by VerseOne in terms of its risk level and impact; most product defects will not fall into the Maintenance Patch category and will instead be resolved in succeeding Maintenance Releases. Defects that lead to defined compliance or legal issues will normally be resolved via a Maintenance Patch as soon as a fix has been identified and tested satisfactorily. Maintenance Patches are issued to customers as part of the Product License and Maintenance Agreement. When a fix to the defect has been identified and tested, VerseOne's Technical Services Team will install the Maintenance Patch, in accordance with current industry best practice.

5.3.2. Maintenance Releases

As part of your Product Licence and Maintenance Agreement, you are entitled to receive copies of all fault corrections and minor enhancements

implemented by VerseOne as part of its regular maintenance release programme. Maintenance Releases — in contrast to maintenance patches — may include changes to the way in which features work (rather than fault corrections), and major functional enhancements such as new modules.

We will provide details of improvements and fixes addressed by the Maintenance Release and will liaise with you where needed to establish a schedule for applying the Maintenance Release. Our Technical Services Team will then install the Maintenance Release, in accordance with current industry best practice.

5.3.3. Upgrade Process

Although VerseOne releases new features and functionalities on a fast cycle — roughly once per month — primarily to ensure that Quality Assurance can be tightly controlled.

Our customers will typically be upgraded three to four times per annum, with many electing to be upgraded on a schedule of their choosing — especially if there are significant new features — so that they can put a Communications Plan in place.

VerseOne's solutions are all hosted within our Microsoft Azure secure, load-balanced, high-availability Managed Cloud Services environment — currently serving 1.2 billion hits, and defeating about 1.6 million attacks, per month — which means that upgrades can normally be performed seamlessly and without any downtime for websites and intranets.

VerseOne has built extensive in-house automation tools that make upgrading simple and reliable — whilst the database upgrades are being done, VerseOne will temporarily disable the VerseOne CMS Admin Panel and Form submissions: however, this generally lasts less than 10 minutes, and usually less than 1 minute.

5.4.Managed Hosting Services

VerseOne's performance and support standards are tightly – and deliberately – aligned with the expectations of our public sector customers, who often deal with life and death or hazardous situations. We are acutely aware that the services you provide are essential to your customers and that any impact on your ability to deliver services can have dire consequences.

Therefore, we know that your solutions need to be fast and operational 24/7/365, and we have created a secure, high-availability environment for running our customers' solutions with maximum reliability. We have several monitoring tools in place across our Azure Managed Cloud Services estate, which are owned and managed by our Managed Cloud Services (MCS) team. The MCS team proactively monitors the health of the various elements within the environment — including the load-balanced and clustered VMs, live databases, and Web Application Firewalls – to keep your solution performing well and safely.

VerseOne also uses Uptime Robot, a ping application that continuously checks that frontends are available, and monitors solutions for responsiveness. All these monitors have alerting thresholds that proactively alert all team members to any anomalies – on both work and personal devices – so that remedial action can be taken if required, whether in hours or out of normal office hours.

We are very proud of the performance levels achieved by our MCS team, as shown in the table below:

KPI (full year 2023)	Metric
Total Hits	4.53 billion
Total Bandwidth	210.6 Terabytes
Total Storage	9.18 Terabytes
Malicious Attacks Blocked	24.1 million
Average uptime	99.99%

Security and uptime are underrated aspects of supplier selection for projects like new intranets. However, you can be assured that we will keep you safe.

6. Additional VerseOne Services on G-Cloud

The service described in this document is just one of many services that can be procured from VerseOne via G-Cloud. The full portfolio, with summary, is below.

Accessible Documents Creator to Convert Inaccessible PDFs into HTML for WCAG Compliance

From board papers to policy documents, many organisations are still heavily reliant on PDFs that are inaccessible and hard-to-read on mobiles, whilst being slow and heavy to store. Our Accessible Documents Creator converts PDFs into lightweight HTML and adds accessibility tools so that your content meets WCAG 2.2 AA standards.

AI-driven Content Management System (CMS) for NHS Organisations

This is a custom, healthcare package for the VerseOne CMS, a powerful, design-led content management platform. VerseOne CMS is the foundation for accessible and responsive websites, intranets, portals. VerseOne is a market-leading online digital transformation solution for housing associations and NHS organisations.

AI-driven Content Management System (CMS) for Social Housing

This is a custom, housing association package for the VerseOne CMS, a powerful, design-led content management platform. VerseOne CMS is the foundation for accessible and responsive websites, intranets, portals and channel shift systems. VerseOne is a market-leading online digital transformation solution for housing associations and NHS organisations.

Autevo Intelligent Integration Platform to Connect to Backoffice Systems

This is a custom, digital transformation solution for VerseOne Autevo, a powerful data integration layer that gathers information from business-critical systems via APIs. Autevo's intelligent mapping configurations normalises and personalises these

data streams, enabling seamless integration for portals, mobile clients and other integrated solutions — especially in VerseOne CMS.

Business Process Automator for Intelligent Data-driven Service Delivery and Improved Efficiency

VerseOne Business Process Automator (BPA) is a highly flexible process-building platform to leverage the power of customer's existing content and user profiles. BPA enables customers to translate their processes into defined actions, and then to simply build them as process templates within BPA, streamlining and digitising previously cumbersome workflows.

Clinical Service Portal for NHS for Automated Courses, Bookings, Information and More

Our portal capabilities can be used by clinical services including maternity, mental health, pathology, drop-in clinics, and more. We enable functionality like e-learning (videos and other self-service content), training, information delivery, booking for online and face-to-face courses, payment collection, and more.

DataSure for Social Housing to Automate Data Collection, Decision-making and Regulatory Compliance

DataSure works in conjunction with your data lake software to identify missing or inaccurate data, uses crowdsourcing to allow residents to keep their own data clean, and gives your workforce the ability to update records too. DataSure allows you to make data-driven decisions and achieve regulatory and legal compliance.

Employee Experience Suite for Intranets and Collaboration Portals for Greater Efficiencies and Employee Retention

Our Employee Experience (EX) Suite turns an intranet into a true employee engagement tool. With strong Microsoft integration – including Active Directory and SharePoint – we help your workforce get personalised access to the people, policies, information and applications they need to do their job, and to collaborate in real-time.

Life Stories Therapeutic Communication Tool for Cognitive Impairment, Memory Loss and Dementia

Communication and collaboration solution helping people connect and communicate through creating and sharing their life stories, memories, and experiences securely

and confidentially. Each story is unique enabling users, families, and clinicians to explore the past, present and future creating a personalised user centric solutions within a therapeutic or non-therapeutic setting.

Microsoft Integration to Products like Active Directory, M365, SharePoint

We are a Microsoft preferred Independent Software Vendor (ISV) and AI Cloud Partner. We integrate with Active Directory for user permissions, Single Sign ON (SSO) logins via Open ID Connect (OIDC), staff directories and more. Our SharePoint, OneDrive, Outlook, M365, PowerBI and Teams integrations power collaboration.

Prodigy for AI-Powered Content/Image Creation and Management and More

Prodigy is a growing suite of AI tools designed to assist with: content creation, e.g. through integration with Large Language Modules (LLMs) like ChatGPT; content management, e.g. through automatic deletion of out-of-date announcements; image selection and alt-tagging, e.g. through Azure Computer Vision; governance and compliance, and more.

Research and Innovation Portal for NHS to Manage Clinical Trials, Share Outcomes and More

Our Research and Innovation Portal helps NHS Trusts and other healthcare providers to raise public sector funding (e.g. through the Clinical Research Network) or private sector investment (e.g. through pharmaceutical companies). The portal automatically matches institutions, would-be researchers, potential participants, etc, to automate the programme management process.

Self-service Portal with Integrated Repairs Diagnostics and more for Social Housing Providers

Our self-service portal for social housing providers allows residents to serve themselves, pay their bills, log repairs and manage their account via a mobile-first browser or via a mobile app. This reduces call centre traffic and allows your customer service staff to provide higher levels of care to others.

Staff Recognition Solution for Automated and Peer-to-Peer Rewards Schemes

“Everyday recognition” is one of three categories in the NHS England Staff Recognition Framework. Our Staff Recognition Solution enables a fully automated,

peer-to-peer scheme where users send recognition tokens to their colleagues, and once a predefined number of tokens are received, they're eligible for a reward.

Vocoll Communication and Collaboration Tool and Intelligent Chatbot for Customer Service

Easily collaborate through frictionless digital interactions. Vocoll drives productivity through empowering collaboration between internal teams and external customers, through Live Support/Chat, Knowledge bot. Vocoll customer experience is further enhanced through a native Android or iOS mobile application, enabling true on-the-go interactions via push notifications. (44 words)

7. Transacting with VerseOne

Transacting with VerseOne is easy, customers can purchase solutions directly through the Digital Marketplace. The uploaded documents within the digital marketplace detail the service scope, costs, invoicing profile plus, VerseOne Terms and Conditions. However, VerseOne employ dedicated sector sales teams who can work with customers to help define the product and services required to deliver their specific requirements.

This team also work with both the customer project team, procurement, and Information Governance teams to ensure that our customers have all the information needed to make informed decisions.

Our pricing document is available through the digital marketplace and details indicative costs for VerseOne software as a service, professional services (including onboarding and offboarding services). Volume discounts are available for public sector organisations, depending on the product and line items within – these are discussed and agreed as part of the sales process. Additional discounts are inversely applied depending on the size of the organisation.

8. Our Heritage

VerseOne was founded in 2004 by Alan Neilson (who remains our Executive Chairman and Owner to this day) to bring digital transformation solutions to the Social Housing sector. Very shortly thereafter, we moved into the NHS too, and those remain our focus today, along with local authorities.

Accessibility was a key founding principle too, and remains critical to our philosophy and approach. We are proud to be leading the UK public sector digital transformation market in building accessible sites and solutions.

We are committed to being good citizens and we are always conscious of the need to provide quality and value to the tax-payer funded organisations that are our customers. As such, we are committed to giving a lot of value for free, particularly through our weekly webinar schedule, our six-monthly advisory boards and user groups, and our annual face-to-face conference.

The team at VerseOne is passionate about the power of technology for good and of helping our customers to achieve their purpose through the creation of transformative experiences.

9. Social Value

Environmental, Social, and Governance (ESG)

VerseOne was founded with a single vision to empower and improve the lives of individuals who rely on the NHS, Social Housing and other Care providers through the innovative use of technology. This compassionate mission combined with our deep sector knowledge through understanding the needs of our Social Housing and the NHS customers for twenty years have defined our corporate culture and governance frameworks.

Environmental, Social and Governance (ESG) principles are fundamental at VerseOne and by prioritising environmental stewardship, social equity, and robust governance standards, we aim not only to mitigate risks but also to seize opportunities for innovation and growth for the benefit of our stakeholders. Our corporate culture and ESG policies underpin all our decision making and our long-term commitment to sustainable, equitable and responsible business practices. We continue our commitment to operate with integrity, respect diverse perspectives, and contribute positively to the lives of our customers, our staff and our community as well as the sustainability of our environment.