

VerseOne Digital Experience Platform (DXP + CMS)

VerseOne Experience for Social Housing

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1. Introduction

Powering over 50 social housing specific solutions from intranets through to GP portals, VerseOne is a leading supplier of web-based communications and content solutions for the health sector.

We have supported Social Housing organisations to embrace the rapid changes in the online world. Technology has changed a great deal over the years, but our commitment to creating the best technical solutions possible for the sector is unwavering.

The powerful VerseOne content management platform provides intuitive editing, unprecedented design control, one-click multi-site publishing and content-sharing, best-in-class security, built-in process automation, and end-to-end integration—empowering social housing organisations, and their stakeholders and staff, to build amazing, value for money, personalised digital experiences through beautiful, functional websites, truly engaging intranets, and flexible, secure self-service portals.

VerseOne's tried and tested implementation process is robust and flexible, honed over hundreds of successful social housing projects of all flavours delivered since 2004. VerseOne's ISO 9001 Quality Standard accredited processes deliver peace of mind to social housing organisations that their projects will be delivered on time, on budget, and to the highest quality standards.

VerseOne's teams blend a deep knowledge of the social housing sector with a broad experience of the wider technology, Accessibility, and commercial landscapes—bringing new insights and techniques to the social housing arena. VerseOne people are experts in their fields, bringing a wealth of creative skill and robust understanding to all VerseOne digital projects.

1.1. VerseOne Group

VerseOne Group provides award-winning, market-leading digital transformation solutions that enhance user and stakeholder engagement. We create unique, bold and personalised experiences that truly engage people and deliver better business outcomes for our customers.

In addition to working in the social housing and commercial markets, VerseOne has been delivering successful, value for money solutions to its largest sector focus, social housing, since the company was founded in 2004.

VerseOne was founded to make a difference in our chosen sectors and that is as true today as it was in 2004, to that end VerseOne have created an Innovation and Charity Fund.

VerseOne's Innovation Fund actively sponsors good ideas that complement the software and services that VerseOne deliver to both the Social Housing and the Healthcare Sectors.

To continue to make a difference to our strategic sectors VerseOne are happy to donate a percentage of our customer's first year project costs to a Community Project or Charity that each organisation is sponsoring.

1.2. VerseOne Platform

VerseOne has invested over 75 man-years in building a secure, modular, software stack for delivering online solutions for digital transformation.

Since VerseOne's solution utilises a product suite developed with its chosen sectors in mind, it is rapidly deployable and customers enjoy a predictable cost of ownership: this is delivered through continuing, active development of core enhancements and functionalities, with new releases delivered as part of our standard Support and Maintenance services.

1.2.1. Features

- Enable our customers to offer traditional services online 24*7 to deliver efficiencies and ROI
- Designed to complement your website brand with personalised secure content
- Integrated with your internal system promoting self-service on any device
- Automated identity validation for low cost and fast take-up
- Modular design enables phased approach to online service delivery
- Make it simple for customer to consume your digital services
- Fully featured content management powers your website and self-service portal
- Integration with back office systems via APIs or CSV data

- Reporting Repairs (for Housing Associations) and other service requests to deliver real savings and efficiencies
- Allow stakeholders to update their details and initiate business processes

1.2.2. Benefits

- Improve customer satisfaction and deliver stakeholders the services they want
- Reduce your effort for service delivery by offering self-service options 24*7
- Deliver a measurable return on investment saving per digital customer
- Integrates with any back-office system today and in the future
- Offer customers a fantastic digital experience that they want to use
- Reduce your effort, offer self-service, utilise your staff more efficiently
- Provide an intuitive user experience for your customers and staff
- As digital offering change, configure the solution to meet these new demands
- Allow customer to book their own appointments 24×7×365
- Allow customer to request services from you, which can start a business process so you can collaborate online
- Enjoy predictable cost of ownership and a true business partnership

2. VerseOne Digital Experience Platform

VerseOne Digital Experience Platform (DXP) is the foundational technology that powers all of VerseOne's solutions. Built to support modern public service delivery, the DXP unifies content, data, and digital services across channels, enabling organisations to deliver seamless, context-aware experiences to users.

At its core, the VerseOne DXP facilitates integration between legacy systems, third-party applications, and emerging services, breaking down silos that typically hinder performance and user satisfaction. Its automation capabilities streamline complex workflows and routine tasks, freeing staff to focus on high-value activities and improving operational efficiency. The platform's personalisation engine allows agencies to tailor digital interactions to the needs and preferences of individual users, resulting in more intuitive, relevant, and inclusive experiences.

VerseOne DXP is highly configurable and flexible, enabling organisations to tailor it precisely to suit their needs. Its modular architecture allows it to underpin a wide range of digital solutions — from public-facing websites to internal intranets and specialised portals — while maintaining a single, secure, and integrated platform. This adaptability ensures that every deployment leverages the same robust foundation, supporting consistent workflows, automation, and personalisation.

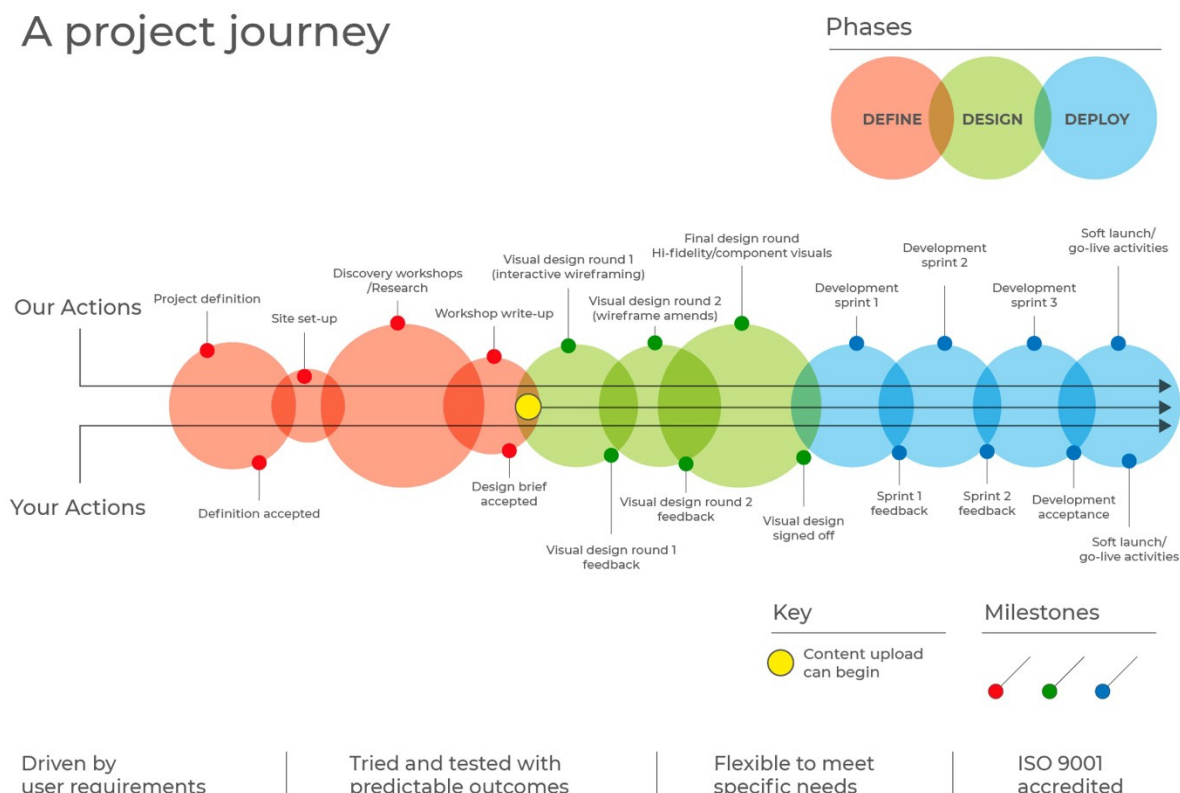
2. Project Implementation Process

VerseOne employs a proven and tested Project Delivery Process to implement all customer web projects which, whilst offering flexibility and accommodating the specifics of how different customers and projects might work, adhere to the same main milestones.

2.1. Project Management

Every solution VerseOne delivers has a dedicated project team and project lead, supported by our Program Management Office (PMO). Using a combination of recognised project management methodologies (such as Agile and PRINCE2), the project team progresses each project with agreed definition, milestones and a communication plan to ensure the solution is implemented and delivered on time and on budget.

A project journey



2.2. Digital Discovery Phase

VerseOne's proven project definition methodology ensures that customers' sites meet their organisational aims, target their key audiences, have clear navigation, structure, and organisation of content, and feature a creative, dynamic design

that reinforces the organisation's brand and clearly signposts navigational and content cues for maximum usability and Accessibility.

Every project starts with a questionnaire and a kick-off meeting, during which the project lead will gather requirements, review the responses to the questionnaire, and address questions of design, branding, and functionality to ensure that the site is stylish, up to date with fresh, exciting content, and above all, user-centric, meeting the primary needs of all of the customer's target audiences.

2.3. Stakeholder Engagement & Workshops

An important aspect of VerseOne's commitment to delivering the best solutions for the social housing sector is the stakeholder consultation that forms part of every end-to-end solution VerseOne delivers. This consultation process incorporates a stakeholder workshop based on the company's proven Information Architecture Methodology for identifying user goals, user journeys, functional and aesthetic wishes.

This buy-in and contribution from key stakeholder groups is something VerseOne views as vital to the success of web solution, and VerseOne has therefore devoted a great deal of energy to understanding and sharing best practice, devising ways of eliciting quality feedback, and reporting on stakeholder input to its customers.

2.4. Information Architecture

Information Architecture is an over-arching term for a set of methodologies that ensure that the right content is delivered to the right audience at the right time.

Information Architecture is an important part of designing any site and starts with defining clear aims for the project. This involves separating "the means," "the reason," and "the ends": defining the aims clarifies the project goals and outlines the understanding of what the project should achieve. Setting these goals for the project is a great way to flush out deeper, possibly unknown, intentions that will help the customer and the designers make better decisions during the project process.

Customers can create several aims in order to capture secondary and tertiary goals, but no single site should have more than a handful of high-level aims. Of

course, various departments or teams might have their own objectives, but these should be reconciled with the overall aims of the whole project.

2.5. Navigation

The Digital Discovery Process will also help customers to draft a sitemap for the web product. People will grow fond of a site where they can accomplish their goals without having to expend too much effort. Users' mental energy should be spent on solving their problems, not searching high and low for specific pieces of information.

Drafting the sitemap helps the customer and VerseOne to categorise the importance of content items and assign hierarchical relationships and signposting plans, as well as calls to action. A good rule of thumb is that no piece of information should be more than three clicks away from the user's current location on the site; VerseOne works with customers to categorise content and determine the relationships of content items to one another, and to the organisation and structure of the site as a whole.

2.6. User experience and aesthetics

All of the sections of the Digital Discovery Process mentioned above, not only help VerseOne gain a deeper understanding of a customer's project, they also enable the designers to know what is important to the customer. VerseOne's designers will use this information to undertake exercises based on established processes in order to design the overall look of the site.

This part of the process also takes the customer through likes and dislikes about sites in general, sites currently in use, and how corporate branding should be incorporated into the new design.

2.7. Design

Based on the outcome of the Digital Discovery workshops, VerseOne will incorporate the customer's and stakeholders' input for the site's look and feel to produce fresh, creative, and accessible style tiles and a design prototype.

VerseOne's creative team will also produce a site specification document, detailing all of the outcomes of the Digital Discovery process to act as foundational information for the rest of the project delivery.

VerseOne employs a prototype-based design process, which capitalises on the character of the web as a fluid, evolving medium. Mood boards, interactive wireframing, hi-fidelity visuals, and live prototyping all help to capture the look and feel of the site and its constituent elements, while allowing designers and customers to engage directly with the design in the browser to work with page layouts and positioning of content elements.

The end result is flexible, engaging, navigable design that embodies your organisation's identity, but is focused on the user's need to find information online, understand it, and interact with it in a way that meets their needs and supports your business goals.

Coupled with this, VerseOne also offer a range of additional professional services that help to support and enhance the solution during and after launch. These services include, amongst others:

- Graphic design
- Motion graphics, video creation and editing
- Content strategy, creation and uploading
- Peer group analysis and benchmarking

2.8. Implementation

VerseOne CMS is highly flexible, with content areas being generated only when Placements (or "widgets") are placed there. Keep your content fresh and exciting by incorporating placements and widgets into each page.

These small, defined content items can be placed on pages and moved about or can be re-used throughout the solution for maximum convenience.

As such, much of the implementation is done within the CMS itself, with our front-end developers applying the design using the latest standards in HTML5, CSS3, using LESS pre-compiler which allows for rapid development and aesthetic changes, and Javascript.

Our sites tend to be built in "sprints", with defined points for customers to check in on progress: we have found that this is the most effective way for our customers to understand how a static mock-up translates into a fluid, responsive website.

Unlike other static content management systems the VerseOne CMS is an entirely browser-based web CMS. It enables you to customise your experience by building, publishing and managing multiple online digital solutions..

In a few days, users with HTML and CSS skills can learn to build websites based on structured content types, and VerseOne CMS's unique Dynamic Page Layout Engine—which enables permitted users to manage the content on every area of a Page.

All aspects of the website can then be managed. This includes creation or amendment of pages, upload of content, media and documents, metadata and site structure control. In fact, anything that can be done in a manually built website can be managed more easily in VerseOne CMS.

VerseOne CMS allows trained users to add re-usable styling classes to Content Items, individual Pages, or even to whole Websites—so that users without CSS or HTML knowledge can still take advantage of the designed features.

Users can Publish and Un-publish content (and even pre-schedule Publishing events), undertake content governance and reporting, and manage metadata.

Multiple sites (website, intranet or Portal) can be supported in a VerseOne CMS instance, with unlimited microsites and URLs.

2.9. Responsive Web Design and “Mobile First”

VerseOne CMS has been designed to support Responsive Web Design out of the box, and the build phase is designed to take account of the aims outlined during the workshop, including the prioritisation of your information on mobile, tablet and desktop devices.

Indeed, VerseOne embrace the 'Mobile First' design ethos to design for the small screen primarily and then add more content as the screen size increases rather the approach of designing for a PC and then removing content for smaller devices.

2.10. Accessibility

One of the founding principles of VerseOne was to champion the Accessible web design, and our designs (and implementations) conform to W3C WCAG 2.1 to AA standard, as a minimum. This means that our sites are easily usable via

screen reader technologies, as well as supporting text helpers—such as Browse Aloud.

VerseOne works with the customer through every step of the Digital Discovery, from a simple survey to a full workshop, to ensure that the company builds a dynamic, accessible site that embodies the customer's organisation's goals, identity, and ethos.

2.11. Digital inclusion

However, our substantial experience means that VerseOne is acutely aware of the digital divide, with some stakeholders being among the least likely to adopt digital change and has blended best practice with accessibility know-how to help our customers to drive engagement and adoption across all demographics.

Effective measures include clear, simple signposting (including site-wide prompts and login areas); measuring content on Reading Level tests (such as Flesch-Kincaid and Gunning-Fogg2); reading substitutes (such as Browse Aloud); and extensive use of images and iconography.

2.12. Future design expansion

VerseOne CMS v5 was designed in collaboration with VerseOne's customers to ensure the widest possible application, and to empower them to be able to extend the system along with their organisations' digital growth.

As such, the CMS has the ability, through Site level or Page level Custom Style Classes, to temporarily (or permanently) alter the look and feel of website sections to meet the needs of special campaigns.

These additional styles can be built into the design, to give flexibility, from the outset or be added to at a later date. These styles can be designed and built by VerseOne or, if there is in-house knowledge, by customers using VerseOne CMS.

2.13. Mobile Devices

VerseOne uses the well-established methodology of Responsive Web Design (RWD), as opposed to switching to a "cut down" mobile version, which has become industry best practice for websites: this is because it is easier for site owners to maintain one set of content (thus ensuring that visitors get a

consistent message), but also so that users do not encounter different navigational experiences (including needing to decide whether to go to a “full website”).

The effectiveness of RWD is enhanced when combined with the clear navigation and “mobile first” methodologies with which VerseOne delivers its projects.

2.14. Solution Training

As part of the project onboarding VerseOne provides a wide variety of training courses, including ‘Train the Trainer’, to empower users with tools and knowledge to enhance the deployment of their complete web solution. Each course is carefully designed to address your specific content management needs as well as support software users of all skill levels and access permissions. As standard users are also trained in how to export content (images, documents, text, etc) which can be used as part of VerseOne offboard services, in conjunction with help and support for the VerseOne helpdesk.

2.15. Timescales

The recommended timescale for a typical project would be 4-6 months, and to ensure a successful and timely deployment of a project requires a well thought-out, tried and tested methodology to complement a dynamic and functional content management application.

2.16. Summary

Every member of the VerseOne team engaged in the delivery of the project is an expert in his or her field and has demonstrable experience in advising customers on best practice and ensuring the highest quality of service provision. The VerseOne project delivery process is another aspect of VerseOne's particular strength in that, whilst recognising that each solution is unique to each customer, the delivery process is based on sound project management techniques and a proper plan, with roles and responsibilities clearly defined.

3. Total Engagement Programme

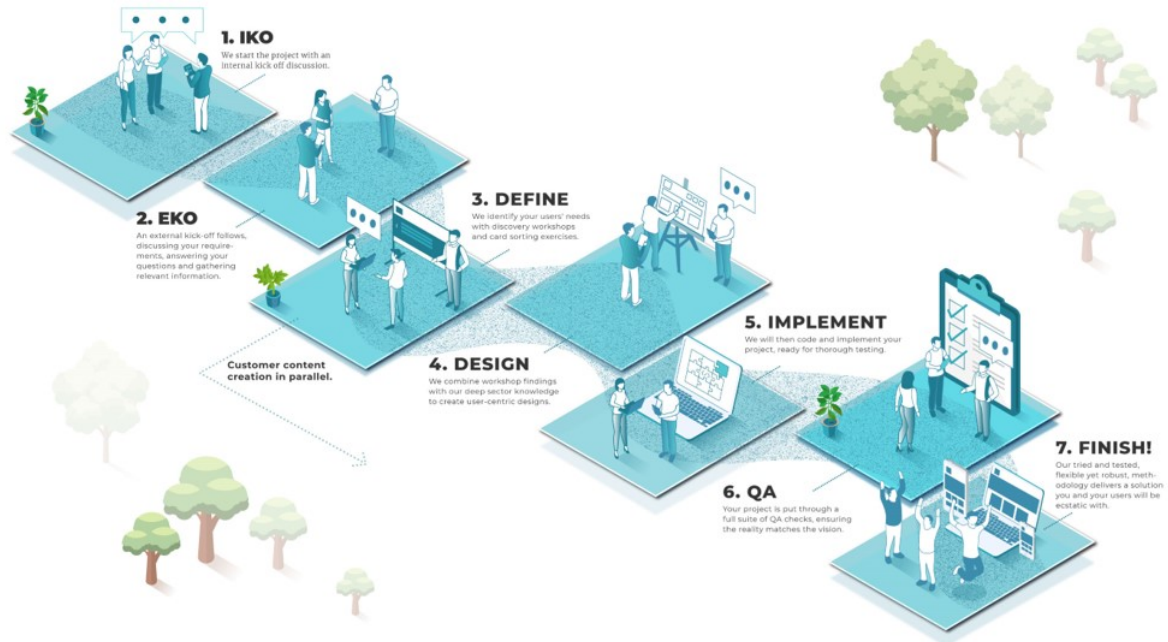
VerseOne has developed our own Total Engagement Programme (TEP) as our full lifecycle initiative for looking after customers. TEP covers all the elements of our customer experience, from support to account management and much more.

The diagram below shows the elements of our TEP:



4. Design & Deployment Process

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



4.1. 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.

4.2. External Kick Off

The EKO is as it sounds. It's the beginning of the formal project management process, 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.

4.3. Define

Our User-Centred Design approach 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.

4.4. Design

Definition of a site specification document which serves as foundational information for the entire project, ensuring that everyone involved has a clear understanding of the project's objectives and requirements.

4.5. Deploy (Implementation) Phase

Our Front-End Development (FED) team build iteratively, ensuring that it meets the project objectives and the site design. Direct collaboration between our designers and your team is essential as digital process transformation requires all learn as we go.

4.6. 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.

4.7. 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.

4.8. Analyse and Advise

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.

4.9. Benefits Realisation

The final stage of TEP is Benefits Realisation. Your Customer Success Manager takes ownership of this by defining (with you) what good looks like, allocating KPIs and reviewing performance against them.

5. Support and Maintenance

VerseOne aims to resolve support requests quickly, although resolution may depend on third party SLAs, particularly with hosting partners such as Microsoft. Customers are kept informed whenever an issue is escalated externally. Each support ticket is assigned a priority based on urgency and user impact, and all tickets are monitored to ensure they meet agreed response times. Hosting infrastructure benefits from 24/7/365 support through the Managed Cloud Service, while standard solution support is available Monday to Friday, 09:00–17:30.

5.1. MyVerseOne Portal

Our bespoke customer portal — MyVerseOne provides the following key features to users:

- Raise and manage tickets
- View project management timelines
- 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
- 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 handy hints and tips:

5.2. Escalation Process

Escalation paths follow the detailed SLA but can be summarised as progressing from the Support Team Leader to the Chief Solutions Officer (a board member), and then, if required, to VerseOne's Founder and Executive Chairman.

Product related issues may instead be escalated to the Chief Product and Compliance Officer. This ensures that priority issues or SLA breaches quickly receive executive level oversight. Performance, security incidents, SLA exceptions, and P1 issues are reviewed monthly at Board Meetings, giving leadership continuous visibility of service quality.

5.3. Upgrades and Software Maintenance

Upgrades are included at no extra cost, ensuring customers always access the latest functionality and security improvements. VerseOne operates a fast release cycle with monthly minor releases, though customers can choose when to adopt updates to align with internal communications planning. The platform is built using open-source principles and open standards while avoiding reliance on third party plug ins. This approach eliminates risks such as unsupported components, security vulnerabilities, or forced lift and shift upgrades. All customers remain on a supported and secure product version.

5.3.1. Maintenance Patches

Maintenance Patches address defects that pose operational, compliance, or legal risks. These patches typically involve small code changes and minimal database adjustments. VerseOne decides whether a patch is required based on impact and risk level, with compliance related defects fixed as soon as tested solutions are available.

5.3.2. Maintenance Releases

Maintenance Releases deliver minor enhancements, functional changes, and new modules. Customers receive full details of improvements, and VerseOne works with them to schedule installation. Releases are deployed using industry best practice by the Technical Services Team.

5.3.3. Upgrade Process

Customers are typically upgraded three to four times annually, despite VerseOne's monthly release cadence. Upgrades occur within VerseOne's secure Microsoft Azure Managed Cloud environment, which handles over a billion monthly hits and blocks over a million attacks. Automated tooling ensures efficient, reliable upgrades, with CMS admin access briefly paused—usually for under a hour and rarely more than ten minutes.

6. Managed Cloud Services and Cyber Security

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	YTD 2025	Δ Prior Year
Total Hits	7.25 billion	15.7%
Total Bandwidth	431.07 TB	24.6%
Total Storage	14.08 TB	8.1%
Malicious Attacks Blocked	135.12 million	36.6%
Average Uptime	99.99%	0.00%

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.

6.1. Supporting Secure Authentication

VerseOne supports a wide range of secure Identity Providers in order to keep your data safe. Primarily, VerseOne enables organisations to use all of the flavours of Microsoft's Active Directory (AD), connecting via ADFS and OIDC — as well as being able to leverage Social Housing-specific configurations such as the National Tenant and Social Housing Mail.

VerseOne's secure front-ends can use Single Sign-On (SSO) to seamlessly authenticate intranet or portal users. This enables organisations to control their own roll-out of security measures — such as Multi-Factor Authentication (MFA) — in line with their compliance obligations, and in a controlled manner.

7. 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.

7.1. 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.

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

This is a custom, social housing 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 Social Housing organisations.

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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 Social Housing organisations.

7.4. Autevo Intelligent Integration Platform to Connect to Back-office 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.

7.5. 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.

7.6. Clinical Service Portal for Social Housing 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.

7.7. 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.

7.8. 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.

7.9. 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.

7.10. Managed Cloud Hosting Services, Creative Services and Digital Services

We have a suite of services to augment our software offerings, including: Managed Cloud Services, featuring 99.99% uptime and repelling 100 million cyber-attacks per annum; Creative Services including Brand Development, UI/UX Design, User Journey Mapping, etc; and Digital Services, including Heat-mapping, Google Analytics, SEO, and more.

7.11. Microsoft Integration to Products like Active Directory, M365, SharePoint, etc.

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.

7.12. 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.

7.13. Research and Innovation Portal for Social Housing to Manage Clinical Trials, Share Outcomes and More

Our Research and Innovation Portal helps Social Housing Trusts and other social housing 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.

7.14. 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.

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

"Everyday recognition" is one of three categories in the Social Housing 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.

7.16. 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.

8. Our Heritage

VerseOne was founded in 2004 by our Executive Chairman to bring digital transformation solutions to the Social Housing sector. Very shortly thereafter, we moved into the Social Housing 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 (ESG)

VerseOne's mission to empower and improve the lives of individuals who rely on the Social Housing, Social Housing and other Care providers through the innovative use of technology is inherently compassionate, with social value being core to our existence. It has, for 20+ years, also defined our corporate culture, behaviours and our 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.

VerseOne DXP

Service Description

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