

VerseOne Prodigy AI Platform

Service Description

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1. Introduction to VerseOne

VerseOne delivers transformative experiences that change the way the public sector interacts with their customers and engages with their 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 with vulnerable people.

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. VerseOne AI Principles — Safe, Pragmatic, Augmentative

The power of Artificial Intelligence (AI) — as realised through recursive Large Language Models (LLMs) and associated technologies — has already captured the public imagination: but whilst the potential benefits are massive, there are dangers in its application too.

As market-leading technology innovators in the public sector, VerseOne has been working with its customers to understand the best way to deliver AI into its Digital Experience Platform. With a keen eye for data sovereignty, VerseOne is delivering according to its core AI principles — Safe, Pragmatic, and Augmentative (SPA).

VerseOne's AI strategy is based around these three key principles:

- **safe** — our implementations only the absolutely required data to AI machine, and no data transferred outside of the UK; nor is any data used for training generalised models, models contained and unable to carry out deceitful or harmful actions (e.g. blackmailing operators);
- **pragmatic** — in understanding our markets, VerseOne is able to blend differently specialised models (generative, computer vision, NPL) and properly engineered background prompts (Plain English ISO references) in order to add value to the customer organisation (over and above the *safe* deployment and operation of the models);
- **augmentative** — we believe that AI models are superb at generating insights from large and varied datasets; however, we believe that AI should use these to *augment* human decision-making rather than being allowed to make irrevocable decisions themselves.

VerseOne has already built a number of AI features into its VerseOne DXP, in the form of Prodigy AI, and these adhere to the principles above — as will any future developments, with due regard to the state of the art, in the near or medium term.

VerseOne is integrating Artificial Intelligence into its Digital Experience Platform with a focus on safety, pragmatism, and augmentation of human decision-making. Its SPA principles ensure data sovereignty, the secure and ethical use of AI models, and the delivery of practical value to customers. Current and future AI features, including Prodigy AI, are designed to enhance insights while maintaining strict safeguards and human oversight.

3. About Prodigy AI

“Artificial Intelligence” encompasses a wide range of possibilities that could help our customers to be more productive. AI can transform the way in which users engage with VerseOne’s solutions, not simply in providing greater engagement but also in reducing the work that administrators need to do in order to keep their solutions relevant and engaging.

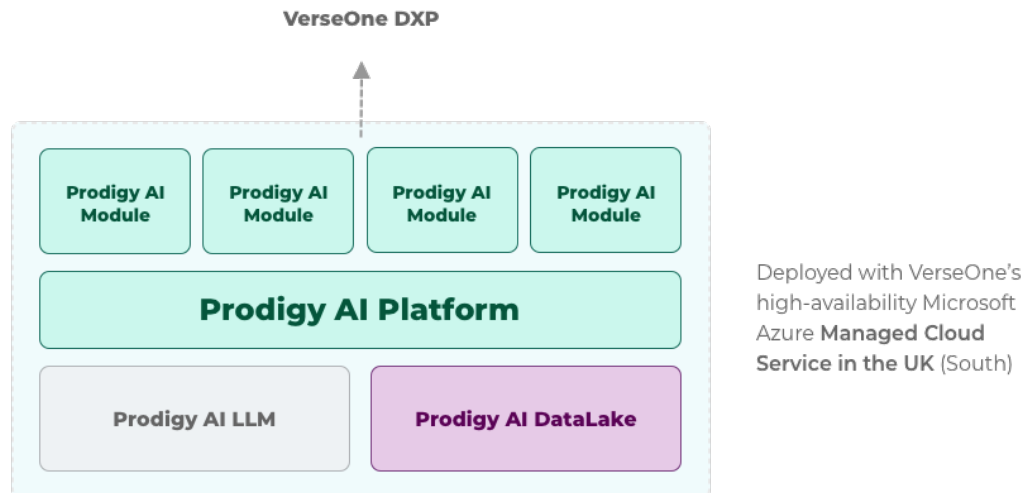
In order to create a coherent roadmap for AI, in a way that is not only relevant for our customers but also can be delivered within useful timescales, VerseOne is splitting its efforts into two key areas:

1. **AI for intelligent search** — Prodigy AI Search Assistant provides powerful chat interface to swiftly deliver clause-level retrieval of content and information across your site, including documents;
2. **AI for Content Generation** — providing useful tools to help guide our customers where necessary (such as “prompt” templates), or to provide automated services where desirable, e.g. automated image alt tag generation through “AI computer vision”, or SEO Keywords;
3. **AI for Data Automation** — leveraging existing and new data within the VerseOne DXP to provide more insight into usage, increase automation, so reduce the overhead of maintaining accurate content.

We believe that these two strands provide the best current way forward to empower customers and to save time and resources — and that is what VerseOne Prodigy AI delivers for our customers.

3.1. Prodigy AI Architecture

Prodigy AI is a collation of services based on top of a ChatGPT-style Large Language Model (LLM) and a fast-message VerseOne DataLake.



This decoupled architecture enables tight integration with VerseOne DXP, empowering our customers to leverage all of the advantages of AI for Content Generation and AI for Data Automation, but at a price point that provides value through required usage.

3.2. AI Search Assistant

The Prodigy AI Search Assistant provides intelligent, AI-enhanced search across content and documents held within the VerseOne DXP, enabling users to find precise information quickly and securely. It fully respects permissions and contextual boundaries, ensuring that private intranet or restricted documents are never exposed on public websites, while still supporting comprehensive discovery within authorised environments.

Search results can be returned at clause or paragraph level and presented through a familiar chat-style interface. This allows users to ask natural-language questions, receive concise, relevant answers, and iteratively refine their queries through follow-up prompts.

By combining secure access control, deep content understanding, and conversational interaction, the Prodigy AI Search Assistant significantly reduces time spent searching, improves knowledge reuse, and supports more informed, efficient decision-making across organisations.

3.2.1. Audit and refinement

VerseOne DXP can collate user searches across its websites, intranets and portals, and log the selected results chosen by the user.

This enables VerseOne DXP to log the search usage of individual users, and leverage that into predictive searches.

These results are also logged against the individual item of content so that administrators and content editors can understand how their content is being found — or not found!

This works for both standard Site Search and for the AI Search Assistant, providing a powerful content refinement tool for authors.

3.3. AI for Content Generation

There are a number of areas in which content generation can help VerseOne customers to create content. Immediate suggestions are outlined below, but VerseOne is eager to work with more Champion Customers to identify other use cases.

3.3.1. Writing an article with an LLM

Content creation through LLMs (such as ChatGPT) is the most well-known use case for these AI models, and they have the potential to transform the speed at which communications professionals and other writers can create.

LLMs are not perfect, and some editing is still required — especially if your organisation has a particular “house style” — but the content created often requires simple editing rather than wholesale rewrites.

3.3.2. Summarising an article with an LLM

The LLM can be used to interpret a long article, and summarise it in a few words. This should be a one-click process, but it should be possible to specify a certain number of words as well — with the default being 50.

3.3.3. Summarising a document with an LLM

The LLM can be used to interpret a long document, and summarise it in a few words. However, the document needs to be read into text first, which has a number of dependencies for our infrastructure.

So, this will not be released in the first version of the AI component, but will later leverage the ADC parsers in order to facilitate this.

3.3.4. Generating images with an LLM

Although it is text content that LLMs are most known for, the ability of LLMs — such as DALL•E and Midjourney — to generate a huge range and style of images has the possibility to be more disruptive (especially for illustrators and other commercial artists)).

Like their text-generating counterparts, these image-generating LLMs also work through a series of text prompts.

VerseOne believes that these too can be easily incorporated into our software platforms, but more research into suitable prompts is needed.

3.3.5. Automatically populating captions or alt tags

This has the potential to save large amounts of time, and also to address Accessibility issues with Main Image items (especially in Front-end Editing). It is recommended that we use Microsoft Azure's Computer Vision API¹ to realise this functionality.

3.3.6. Determining Sentiment through text analysis

Sentiment Analysis is a broad brush tool for analysing mood from what is written down, and is especially useful for deterring whether a free text answer is broadly positive or negative.

What makes it relatively complex is understanding context. For example:

- *"I love cats..."* — this is a very positive statement. However...
- *"I love cats but I am allergic to them..."* — this is a much more ambivalent statement and, depending on the question asked, might be hugely negative (if, for instance, the question was *"should we allow cats in the office?"*).

The AFINN-165 valence-scoring standard² provides a list of words with associated scores, e.g. "love" = +3 and "allergic" = -2. Using this standard, we can analyse text and return a normalised score of +5 to -5 (with 0 being entirely neutral).

¹ <https://learn.microsoft.com/en-us/azure/ai-services/computer-vision/concept-describe-images-40?tabs=image> and <https://uksouth.dev.cognitive.microsoft.com/docs/services/unified-vision-apis-public-preview-2023-04-01-preview/operations/61d65934cd35050c20f73ab6>

² AFINN-165 includes more than 3,350 English words and phrases rated for sentiment: <https://github.com/words/afinn-165>

This provides a use case that dovetails with the generative AI features — enabling authors to easily tell whether the tone and language used by the LLM is suitable for their organisation.

However, a more useful use case might involve the analysis of a comment thread with multiple replies — HAs need to engage in decision-making with their tenants; ICSs need to consult with their communities, etc. — that answer a question, e.g. *“we want to change community walkabouts to Thursdays from Tuesday — what do you think?”* or *“We are changing the location of specialists cancer services from Surrey to London — give your feedback.”*

3.3.1. Summary

VerseOne’s AI for Content Generation provides guided access to the tools for our customers to take advantage of these huge leaps in generative AI ability, adding value through providing our customers with guided prompts, as well as tight integration with VerseOne’s Digital Experience Platform (DXP).

The above functionalities are examples of currently available functionalities, and more will continue to be built out as VerseOne continues to partner with its customers to understand the best value use cases.

3.4. AI for Data Automation

VerseOne has a number of near- and mid-term goals for incorporating AI in VerseOne Intranet EX

Obviously, AI can transform the way in which users engage with VerseOne’s solutions, not simply in providing greater engagement but also in reducing the work that administrators need to do in order to keep their solutions relevant and engaging.

VerseOne is starting its AI implementation through its Employee eXperience (EX) focused VerseOne Intranet EX.

The crucial starting point for any AI features are data sets that can be used for “training” the rules that govern the Artificial Intelligence actions within the system. Fortunately, VerseOne Digital Experience Platform (DXP) collates a lot of data around content Hits (often used for ordering lists of items, such as FAQs, by

"Popularity") and Editing actions within the system, including when content was created, edited, and published.

3.4.1. Leveraging existing data

Since its inception, VerseOne DXP has collected a considerable amount of data from user actions in a non-obtrusive way:

- **hits** (loosely analogous to popularity) for all individual pieces of content, not just pages — every time that a page is loaded, every individual piece of content logs another hit. This is particularly useful for items that appear in lists, such as Blog posts, FAQ items, properties, services, etc.;
- **registrations and logins** record when users perform these actions, providing accurate usage over time for private website areas, portals and intranets (even logging successful Active Directory (AD) Single Sign-On (SSO) transactions;
- **editing History** is logged, providing key information on which fields a user edited and when;
- **Version History** provides a similar wealth of information, including the ability to compare text changes between Versions, the user and date and time;
- **Favourites** are also logged, providing a key database as to both the popularity of individual content items, and of users' preferences — which can then be tied to Departments and roles;
- **Content Filtering** and **Topic Subscriptions** are also logged, providing further data on users' preferences and content interests;
- **form submissions** are also linked to the user that submitted them — not just in the Dynamic Forms Module, but also through Page Feedback, Forum Posts, Blog Comments, and more;
- **Web Service Layer Channels** log provide a time-stamped record of every integration API call, who accessed them, and when — making it possible to recreate a user's journey through a portal on any one session, for instance.

The above is a moderate sample of the data that is logged within VerseOne DXP v5 and, whilst some data may depend on which Modules a customer has purchased, it is nonetheless certain that —

given the right processing and powerful AI algorithms — a great deal of information about any individual user's behaviour and preferences could be determined through the data currently held within the system.

With some exceptions, VerseOne DXP does not make that data available to administrators in a format that is useful to them.

Nonetheless, VerseOne DXP installations has data that, in many customers' cases, spans more than a decade of usage — providing a perfect training dataset for analysis and mining.

3.4.2. AI-augmented Search

VerseOne DXP can collate user searches across its websites, intranets and portals, and log the selected results chosen by the user.

This enables VerseOne DXP to log the search usage of individual users, and leverage that into predictive searches.

These results are also logged against the individual item of content so that administrators and content editors can understand how their content is being found — or not found!

This works for both standard Site Search and for the AI Search Assistant, providing a powerful content refinement tool for authors.

3.4.3. AI-augmented Content Matching

The linkage of meta-data and search data between content across the whole of VerseOne DXP enables VerseOne to use intelligent Content Matching algorithms to surface related content — including for users across searches and views — and to match content elements.

An example of this last is the matching of researchers and supervisors across NHS Trusts and universities that is the core of VerseOne's Research & Innovation Portal.

This ongoing data intelligence enhances all aspects of VerseOne DXP, and makes the platform greater than the sum of its parts.

3.4.4. Transforming data into action

The first task is to utilise the data that is already present within VerseOne DXP — to collate and normalise it, transform it into

meaningful content, and to present it in a form that empowers action based on it.

This determination provides the basis of the first of VerseOne's Studio Pro applications — software designed and dedicated to delivering a singular, value-add purpose — in the shape of Data Studio Pro.

Driven by the powerful DXP API, Data Studio Pro introduces the concept of AI-driven Content Management to the VerseOne software suite — leveraging the data described above not only to provide highly customisable reporting, but also to empower administrators to set automated rules that provide powerful Auto-Governance decisions and maintenance routines across their entire digital solution.

Broad concepts include:

- **AI Auto-Governance** and **AI Prescriptive Analytics** — automated, rule-based content;
- **AI-interpreted Observability** — turning data into intelligence to inform key actions, e.g. through content popularity, Sentiment analysis, and trend analytics.

These high-level concepts can be crystallised into a number of immediately useful examples.

These tools are already immensely powerful, but they can be hugely augmented by increasing real-time data collection.

3.4.5. Using data to gain content insights

Whilst VerseOne DXP already collects valuable information about certain aspects of usage, more valuable insights can be gleaned through real-time interactions by solution users.

It is VerseOne's aim to provide users with new opportunities to provide feedback — in the form of familiar affordances such as likes (and dislikes), ratings, upvotes, and more — across the entire digital solution.

As well as the traditional feedback on items such as blog and forum posts, VerseOne intends to encourage meaningful feedback such as "was this search result what you were looking for?" or "did this FAQ answer your question?"

These tools all contribute to building communities — peer rewards, tag-based interests, Likes, continual feedback AI Search — which also gather user feedback to tailor search results.

3.5. Conclusion

The linkage of meta-data and search data between content across the whole of VerseOne DXP enables VerseOne to use intelligent Content Matching algorithms to surface related content — including for users across searches and views — and to match content elements.

This ongoing data intelligence enhances all aspects of VerseOne DXP, and makes the platform greater than the sum of its parts. And all of this is made possible through the innovation that is Prodigy AI.

4. Role of AI in Automation and Content Management

Data-driven insights and AI hold huge potential in streamlining business operations — from surfacing trends to summarising documents. With “generative” AI so prominent in the headlines, it is inevitable that public sector organisations will want to incorporate these advances into their daily operations.

“Big Data”-oriented Artificial Intelligence is perfect for analysing trends in data, that can empower organisations to make data-driven decisions that enable them to operate more efficiently. Many public sector bodies have already engaged in predictive AI, e.g. in spotting patterns in arrears in order to support rent payment revenues, but this technique also has pertinent applications in many other critical areas.

On the other side, the advances in Large Language Models (LLMs), such as Chat GPT (and its art and video equivalents), have been widely reported: these can, and will, help substantially in the often time-consuming world of content creation — although they still require human supervision.

VerseOne incorporates AI into its DXP through the Prodigy AI platform, with a collection of value-add AI-drive services and functionalities that can be switched on as needed. Some examples of Prodigy AI Modules include:

- using Computer Vision to automatically generate meaningful alt tags and captions for images;
- using LLMs to write concise summaries of large text articles or documents, with a defined Reading Age score;
- using LLMs to generate articles on a user-chosen topic, but written with a focus on Accessibility (i.e. aimed at those of age 15 – 16);
- analysis of free text in order to determine Sentiment — which is particularly useful for organisations using forums or message streams to consult residents or the public on services or proposals (and so demonstrating the regulator-mandated transparency in decision-making);
- using anonymised usage data to improve search results, undertake pattern detection, and trend analysis — both for surfacing the most relevant information within the VerseOne DXP, and to provide data resources on related trends, e.g. seasonal repair types reporting.

Prodigy AI is an area of active research and development, and is empowering organisations to leverage the nascent power of AI.

5. 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.

6. Total Engagement Programme

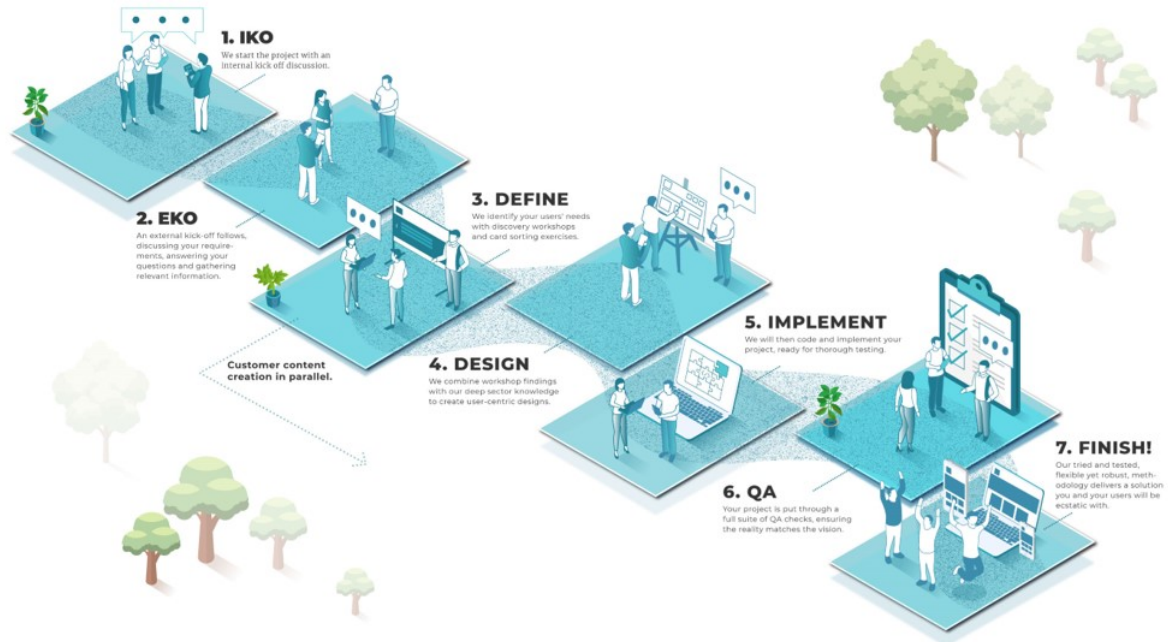
VerseOne has developed our own Total Engagement Programme (TEP) as our full lifecycle initiative for looking after customers. TEP covers all the elements of our customer experience, from support to account management and much more.

The diagram below shows the elements of our TEP:



7. 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.



7.1. 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.

7.2. 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.

7.3. 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.

7.4. 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.

7.5. 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.

7.6. 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.

7.7. 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.

7.8. 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.

7.9. 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.

8. 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.

8.1. 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:

8.2. 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.

8.3. 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.

8.3.1. 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.

8.3.2. 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.

8.3.3. 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.

9. 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.

9.1. 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 NHS-specific configurations such as the National Tenant and NHS 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.

10. 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.

10.1. 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.

10.2. 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.

10.3. 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.

10.4. 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.

10.5. 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.

10.6. 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.

10.7. 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.

10.8. 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.

10.9. 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.

10.10. 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.

10.11. 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.

10.12. 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.

10.13. 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.

10.14. 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.

10.15. 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.

10.16.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.

11. 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 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.

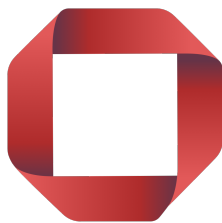
We are committed to being good citizens and we are always conscious of the need to provide quality and value to the tax-payer funded organisations that are our customers. As such, we are committed to giving a lot of value for free, particularly through our weekly webinar schedule, our six-monthly advisory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

12. Social Value (ESG)

VerseOne's mission 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 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 Prodigy AI Platform

Service Description

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