

VerseOne Employee Experience (EX) Suite

VerseOne Solution for Intranets, collaboration portals and mobile apps that drive internal efficiencies and improved outcomes

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1. Introduction to VerseOne

VerseOne is a UK-based technology company focused on Homes, Health, and Communities, serving Social Housing, the NHS, and Local Government. We deliver digital transformation through a strong emphasis on Integration, Automation, and Personalisation, enabling public sector organisations to modernise services, improve efficiency, and enhance outcomes for citizens and service users.

At the heart of all solutions is the powerful VerseOne Digital Experience Platform (DXP). This platform provides a secure, scalable foundation that unifies content, data, and services across channels, integrates with legacy and third-party systems, and supports automated workflows and personalised user journeys.

Security is designed in from the outset, with architecture, testing, and compliance aligned to UK public sector standards, and all platform development carried out in the UK — as is all customer data management and storage.

Around this core platform, VerseOne integrates best-of-breed specialist services in areas such as creative design, animations, data, analytics, communications, and identity.

By orchestrating these capabilities into cohesive, end-to-end solutions, VerseOne delivers rapid time to value, reduced operational cost, and demonstrable return on investment. This approach ensures technology directly supports improved access to services, more efficient operations, and positive social impact across the communities served.

2. About our Employee Experience (EX) Suite

VerseOne's EX Suite aims to build on our core strengths of personalisation, integration and automation to enable customers to provide huge benefits to their staff, delivering solutions that go beyond an intranet and become a true employee engagement platform.

To make it easier to understand the features and benefits of our EX Suite, we describe it in terms of two key stakeholders. Firstly, there are the users of the intranet themselves (employees, contractors, third party temps, etc). Secondly, there are the people managing the experience and leaders looking for insights into employee engagement, wellbeing, and so forth.

2.1. EX Suite for Staff and Users

Our EX Suite aims to redefine what it means to be an intranet user. We will share some screenshot examples of our work where relevant; we only use original design concepts, not live intranets, for obvious reasons (hence some "lorem ipsum").

The key elements of the EX Suite are shown in the diagram below:



2.2. Information and Applications

We leverage our Microsoft integration here heavily (especially to pull documents from SharePoint and OneDrive), whilst also offering our own document management overlay (or the ability to use our media library for non-SharePoint users). This is the starting point for better employee engagement, as we can help you to make key information about your organisation (Vision, Mission, Values, etc) prominently displayed.

Likewise, we find rapid one-click access to a Staff Directory, and availability of org charts, process documents, forms, policies, etc, are all essential to users. We power these through the Microsoft Graph API, pulling the data live from Active Directory, which reduces the admin burden of the intranet whilst improving security via Microsoft Single Sign-On (SSO).

To improve productivity further, we've added Quick Link capabilities so that users can launch the apps they need with a single click, saving valuable time. The ability to favourite/bookmark people, pages, policies, applications and more is an essential part of driving internal productivity.

2.3. Blogs and Comms

Here, we bring in a mixture of user- and leadership-generated content. Options are available for you to "force" subscriptions (e.g. to key news feeds) as well as for users themselves to subscribe to topics they care about.

We have social features such as Like, Share, Comment and Favourite (i.e. like a Twitter bookmark). On the basis of engagement, user-generated content will move up and down the feed dynamically.

We also have a Trending Content widget that can be strategically placed across the intranet, showing new and popular content across the solution, dynamically and automatically highlighting interesting or important updates.

2.4. Community and Fun Stuff

This is a virtual place for people in the organisation to come together on the basis of mutual interests. Here, they can set up clubs, events and other social activities.

This could be anything from the Netball Club arranging fixtures to the Board Game Society planning meetups or simply birthday doughnuts in a department. Leadership themselves can get involved too, for example with “Freebie Friday” perks from local suppliers and other benefits.

2.5. Rewards and Recognition

In talking to customers about intranets, this is one of the highest priority areas. Here, we help people to acknowledge the work of their peers. Staff can give a recognition token (could be a heart, a star, an icon/favicon or anything of your choosing). For real-time rewards, as soon as a user gets a predetermined number of tokens (e.g. 5 or 10), they’re eligible for a reward. Or, if you wish to hold schemes on a monthly basis, the most tokens in the period of time wins.

For more information on our Staff Recognition Solution, please visit the dedicated service page on G-Cloud.

As an example, VerseOne’s own intranet page for staff recognition is shown below:

The screenshot displays the 'VerseOne's Club' intranet page. At the top, there is a search bar with the placeholder text 'Enter keywords' and a magnifying glass icon. Below the search bar, a breadcrumb trail reads 'Now viewing: Home / VerseOne's Club'. The main heading 'VerseOne's Club' is prominently displayed. Underneath, the section 'Monthly awards' is visible. On the left side, there is a 'Your awards' section showing a progress bar with 6 icons, 5 of which are filled, indicating '6 out of 6' awards received. Below this, it states 'VIs received by Campbell Williams' and shows a single award icon. A 'Give an award' section follows, with a 'USER AWARD FOR:' dropdown menu currently set to 'Find user...'. Below that is an 'Award details' section with a 'CATEGORY' dropdown menu set to 'Choose a category...'. On the right side, there is a 'SHOW SEARCH PANEL' button. Below this, two award cards are displayed. The first card is titled 'Awarded 2 VI to Aphrodite Kleanthous' by Emma Sheriff on Thursday 2 May 2024. It includes a red tag 'Being generally awesome' and a description: 'Despite feeling unwell this week Aph has been amazing on delivery and made Mandy at NELFT very happy with the WYSIWYG in Services in staging, thank you Aphrodite.' It also has 'Like' and 'Comment' buttons. The second card is titled 'Awarded 2 VI to John Tzotze' by Alex Dring on Tuesday 30 April 2024. It includes a red tag 'Going above and beyond' and a description: 'For really pushing the lean framework forward. So many things improved, bugs ironed out and things tidied up!'. A hamburger menu icon is located on the far right of the page.

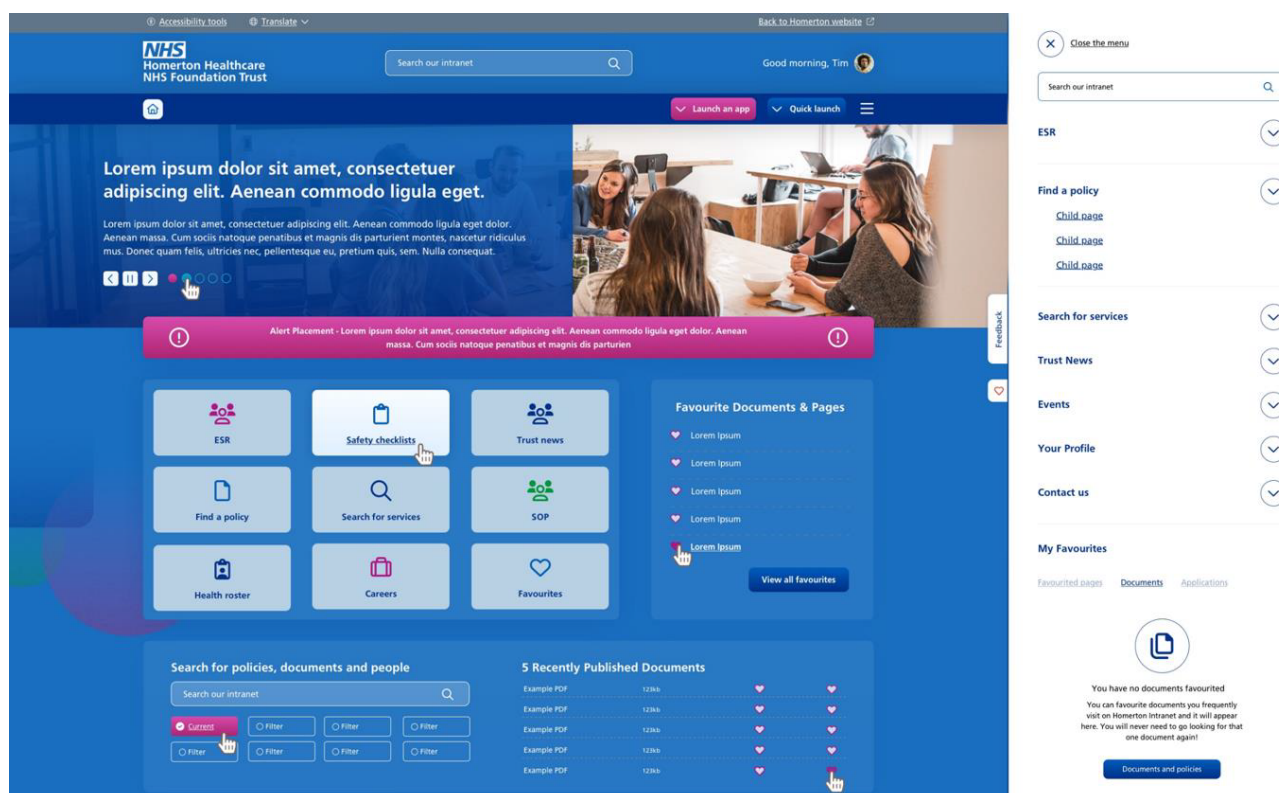
By introducing a real-time recognition capability, we have seen a 3x increase in the number of colleagues being nominated for a VerseOner award. In our customers, we are seeing as many as one token being sent every 2.5 minutes – at that volume, administering the scheme manually would be cost-prohibitive. But as it is all automated, the nominations are sent, received and shared publicly automatically.

2.6. My Personal Zone

This is the heart of the redefined intranet. A personalised home page where a combination of customisation and automation lets users build a place that works for them. As per the screenshot below, users will be able to “favourite” the Pages, Documents and Applications that they need to perform their role (or to get involved with more fun, more quickly).

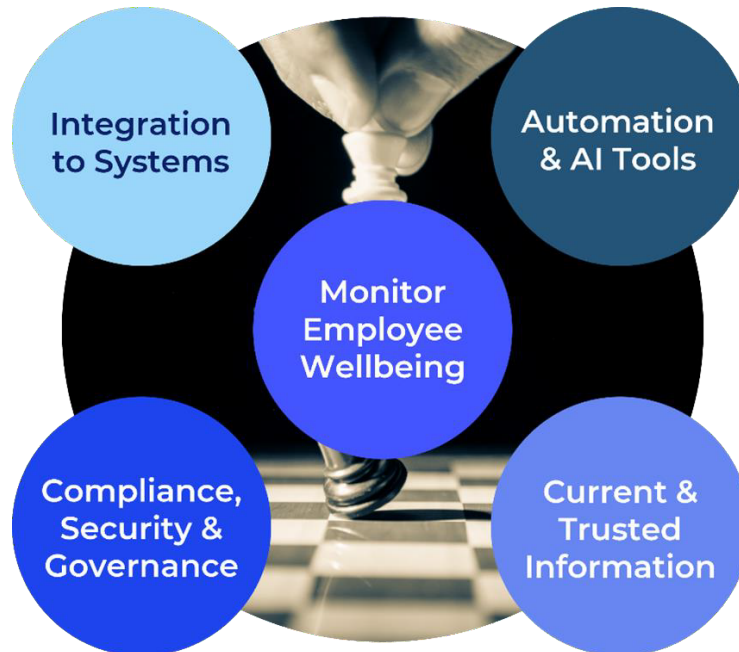
Properly used, My Personal Zone eliminates many of the classic user frustrations with intranets. In an ideal world, search would be the last option for staff. The combination of Favourites and better navigation will mean they can get to what they want more quickly, preferably via a single click.

The example below shows how users can customise their own home page – along with location, role, department and other forms of personalisation:



2.7. EX Suite for Management and Leadership

Fantastic user tools at the frontend require smart system functionality at the backend, combined with management reporting, to round out the EX Suite.



2.8. Integration to Systems

As a Microsoft Partner, we are able to integrate seamlessly with SharePoint for document access, but we add value on top (e.g. via our traffic light approach, by automating the updating process, and more).

VerseOne has a powerful pedigree in third party system integration across the public sector. Our status as Microsoft Azure partners means that we can integrate easily with Microsoft applications in the cloud. Deployed solutions include integration of AD-driven staff directories, dynamic search and loading of SharePoint documents, as well as personalised Calendars and Teams functionalities.

We can also integrate to HR software like Candidate Management, Benefits Management, Holiday Bookings, Roster Management, etc, so that the intranet becomes a true internal portal, allowing colleagues to manage the full lifecycle of day-to-day tasks in your organisation.

Other integrations have included complex phone directories through RingCentral, remote event management with integrated streaming, payment gateway integrations (e.g. Stripe for paying for services), time-sensitive

dashboards (such as up-to-the-minute A&E waiting times – an NHS-specific module on our CMS), and more.

VerseOne's Business Process Automator provides streamlining and visibility of frequent processes, such as Leavers, Movers and Joiners. Combined with the Dynamic Pathway Manager, staff requests can reach the right departments first time, and streamline fulfilment — especially when combined with third party systems integration — as well as providing full audit trails, and trend reports that can help to identify training needs and more.

For more information about our Microsoft integration, please visit the dedicated service section on G-Cloud covering this capability.

2.9. Automation and AI Tools

We deliver both Business Process Automation (find out more in our BPA service page on G-Cloud) as well as task-based automation for intranet admins. Many of these tools are now AI-powered.

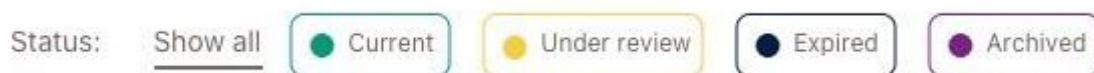
We offer two studios – Content Studio Pro and Media Studio Pro – to help administrators and content creators. The Content Studio helps with page layouts with drag-and-drop tools to help build brilliant-looking and immersive pages quickly. The Media Studio helps with media curation, image editing and more. The addition of AI tools like ChatGPT and Midjourney will further speed up your organisation's ability to communicate with staff through both words and pictures, with the kind of content that users love to engage with.

2.10. Current and Trusted Information

Our EX Suite has a number of automation tools straight out of the box. In short, they seek to automate the process of keeping the likes of blogs, announcements, comms, offers, etc, fresh and current.

VerseOne's Dashboard Studio empowers admins to see user trends for login and usage, popular content through Favourites and hits that provide guidance on what works, and scheduled content for effective content planning.

A common intranet gripe is "I can't trust these documents". We solve this with our traffic light system:



This is a simple solution to a major problem. Simply put, it tells the user if they can trust the document, and therefore its content, as a source of truth.

2.11. Compliance, Security and Governance

The traffic light system is a simple way of reassuring users about the validity and veracity of documents. Behind the scenes, we automate the process of staying compliant. Documents are tagged with review dates, we flag up pending events to documents owners, and escalate to line managers if governance is lagging.

In addition, we help you comply with accessibility rules quickly and easily. To provide even faster access to documents, especially for staff on the move, VerseOne's Accessible Document Creator (ADC) can swiftly create light, accessible HTML versions of Word and PDF documents — providing increased search accuracy and faster load speeds on constrained internet connections – see our ADC service page on G-Cloud for more details.

For security, we have a highly available Azure Managed Cloud Services deployment for a secure, 99.99% uptime hosting environment for all our customer solutions. We add extra security to our builds and keep data safe with a "secure by design" approach, supported by third-party penetration testing and ISO27001 audits.

VerseOne's auto-governance functions deliver reliable information through a number of mechanisms:

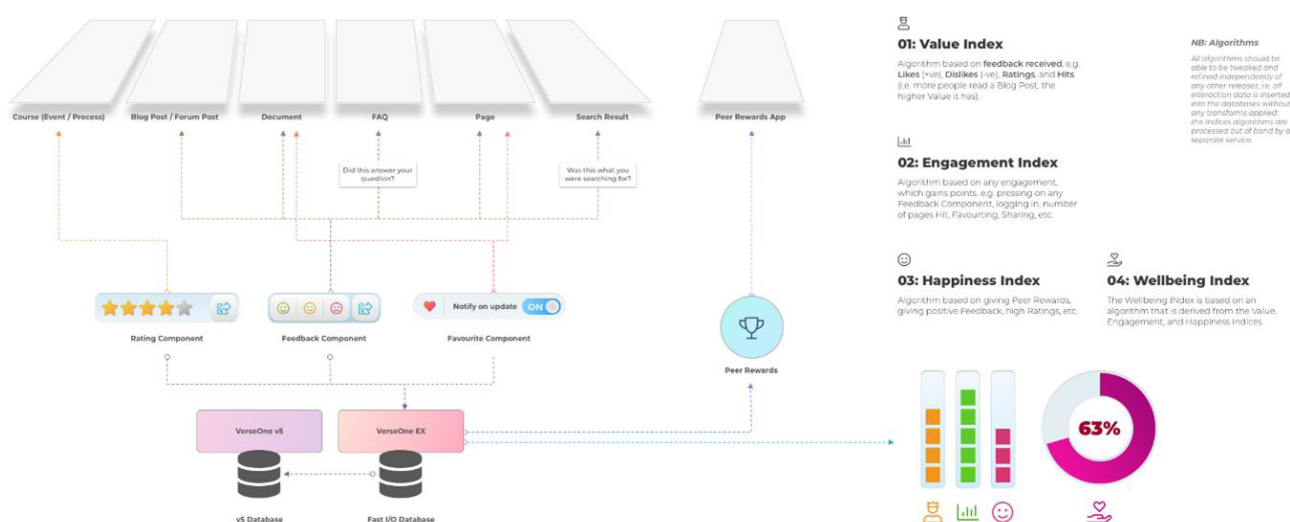
- Automated tools that help intranet admins to ensure that content is up to date, and the intranet is not becoming a junk drawer
- Through clear lifecycle "traffic light" systems and meta-data that demonstrate to staff that information is current

These reports can then be leveraged in order to set clear Automated Content Rules, e.g. if a blog post is more than one year old and is receiving fewer than 5 hits per month, then automatically un-publish it. These types of rules keep

intranet content fresh and ensure that important information is always easy to find.

2.12. Monitor Employee Wellbeing

The diagram below illustrates how we pull together data automatically to build a picture of employee wellbeing:



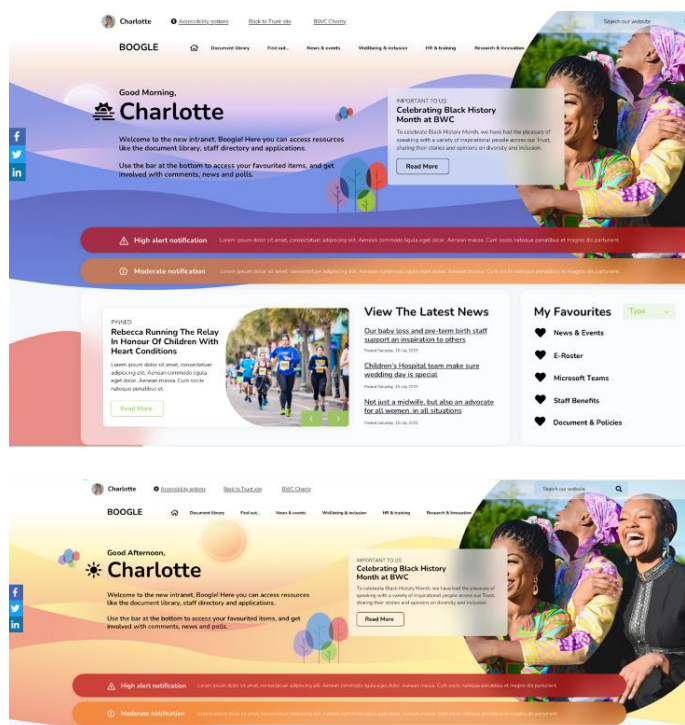
We measure engagement over multiple interface points – star ratings, Yay/Nay/ Meh “face” feedback, favouriting, sentiment analysis on comments, etc – to build a baseline picture of all staff members, from which we can detect changes in mood. Peer rewards are a big part of this too.

Our Studio Dashboards enable admins and/or managers to view and analyse all of these engagements, with data feeding into a number of indices, with Engagement, Value and Happiness indices all feeding into the Wellbeing index — thus providing valuable insight into your workforce’s mood, individually and collectively. As we build out this capability, we will add benchmark data by pooling anonymised data from other customers to allow leadership to see not only the overall mood in the organisation, but also how well they are performing in comparison to peers.

2.13. Elegant Design Principles

In the example below, we provided a user-centric design to organise all the key information in a fast-access, dashboard style. This particular customer – a children’s hospital – wanted to add a time-of-day feature that changes the

background automatically into Morning, Afternoon and Evening modes. The last of these was particularly important to prevent light pollution on children's wards when they are sleeping.



2.14. Mobile App

It is VerseOne's experience that an "access anywhere" philosophy (whilst balancing security and convenience) is crucial to any successful EX platform. After all, if many of your staff cannot access your intranet, then it is not going to be successful.

However, we recognise that many staff members do not have a PC. Searching for an available shared machine – and trying to remember Username and Password information to logon – is unwieldy. Many employees do not have organisation-provided mobiles and many staff members are temps, volunteers or contractors without any organisational resources at all.

Through the deployment of our authentication integration with Active Directory (via Active Directory Federated Services (ADFS) or through Azure Active Directory (Entra ID) OpenID Connect (OIDC)), our solutions empower your users to access the intranet securely from any device, and from any location.

VerseOne has embraced best practice Responsive Design techniques since they were first described in 2011, and since that time our solutions have been

optimised to work on all screen sizes, elegantly reflowing to make the best use of the available screen real estate.

Whilst all VerseOne intranets are developed using Responsive Design best practices, we have found that delivering the platform through a Progressive Web Application (PWA) is most effective — combining the power of a mobile app with the ability to roll-out changes and updates instantly.

Empowering staff to download a mobile app onto their personal devices provides huge benefits:

- Biometrics allow for a seamless login experience (whilst a background service validates their AD status)
- Notifications can provide fast, high attention updates — either generated manually or from automated content updates
- A personal login unlocks powerful personalisation delivered through VerseOne EX Suite – even for those whose access to a desktop computer is a Shared Device, or where there is no computer at all (i.e. via mobile device).

The most vital element of any employee engagement platform is to ensure that staff can access the right content at the right time, and on the device of their choice, preferably the one in all their pockets.

Mobile-optimised is one step in the right direction. A Mobile App is an even better step. The ability to access certain information and documents offline is particularly beneficial, as on-site wifi can be challenging in many places, and mobile signal is patchy at best. For this reason, we are confident that VerseOne's Mobile App is a compelling add-on for intranet users.

3. VerseOne Digital Experience Platform (DXP)

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.

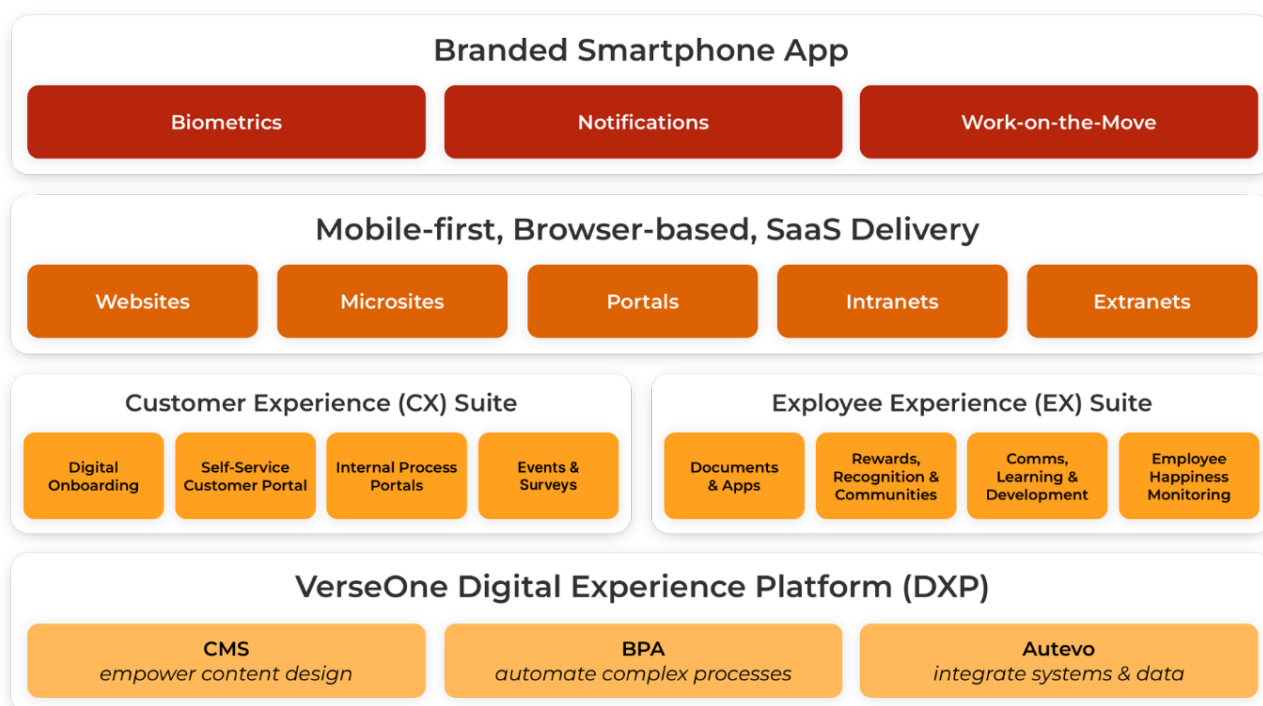
Automation is a significant value driver as it saves time and cost whilst ensuring greater accuracy and quality. Using BPA alongside Autevo allows us to transform the way you work whilst making life easier for the customers you serve.

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.

Soft-key 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.

Our solutions are also available as a Mobile App, bringing push notifications and instant logon via biometrics, meaning your users can work and interact from anywhere, accessing the VerseOne CX and EX Suites to achieve great things in the modern working world.

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 across many sectors.

On the other side, the advances in Large Language Models (LLMs), such as ChatGPT (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-adding, AI-driven 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 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 relayed trends, e.g. seasonal repair types reporting.

5. Total Engagement Programme

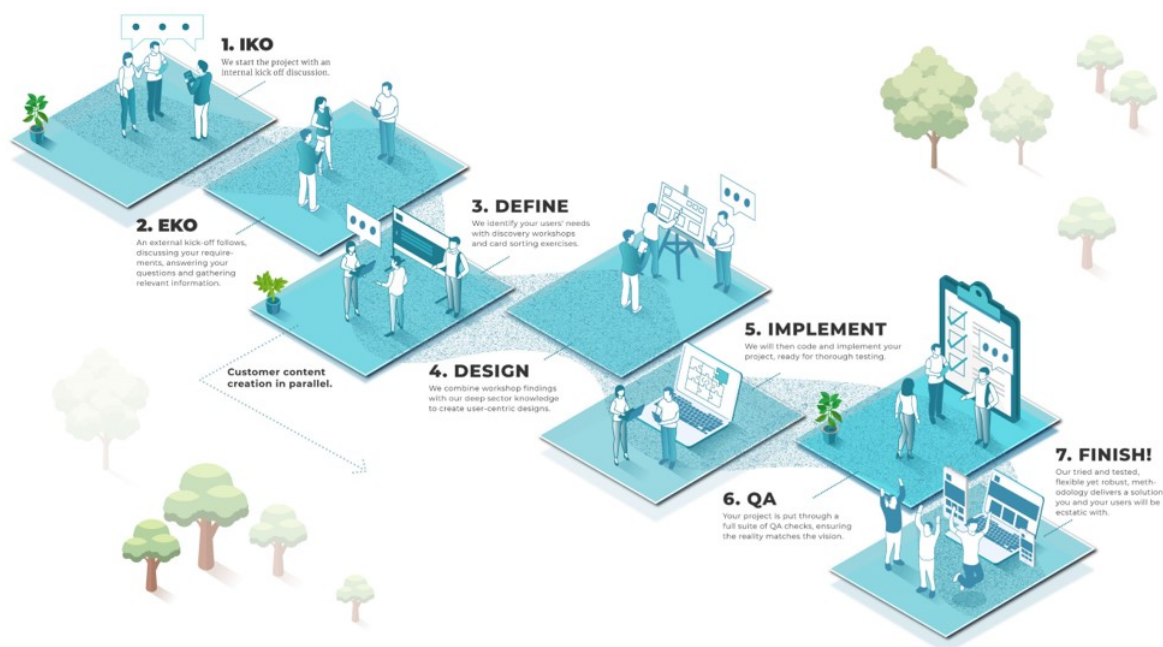
VerseOne has developed our own Total Engagement Programme (TEP) as our full lifecycle initiative for looking after customers. TEP covers all the elements of our customer experience, from support to account management and much more.

The diagram below shows the elements of our TEP:



6. 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.



6.1. 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.

6.2. 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.

6.3. 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.

6.4. 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.

6.5. 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.

6.6. 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.

6.7. 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.

6.8. 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.

6.9. 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.

7. 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.

7.1. 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:

7.2. 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.

7.3. 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.

7.3.1. 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.

7.3.2. 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.

7.3.3. 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.

8. 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.

8.1. 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.

9. 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.

9.1. 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.

9.2. 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.

9.3. 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.

9.4. 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.

9.5. 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.

9.6. 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.

9.7. 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.

9.8. 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.

9.9. 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.

9.10. 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.

9.11. 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.

9.12. 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.

9.13. 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.

9.14. 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.

9.15. 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.

9.16. 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.

10. 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.

11. 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 DXP

Service Description

VerseOne Group Ltd

T: 01483 751 827 | E: info@verseone.com | W: verseone.com