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TCES Community

G-CLOUD 15
SERVICE SPECIFICATION





Executive Summary

For more than 30 years, CSS Europe Limited has developed cloud software platforms that help organisations **improve services and manage essential operations.**

CSS solutions support a wide range of public and private sector partners, such as the NHS, local authorities, healthcare and cultural institutions, media organisations and emergency services, in achieving efficiency and meeting regulatory obligations.

Many clients choose to stay long-term. They rely on CSS' software and ongoing support to help them run their day-to-day operations smoothly and to adapt as their needs evolve.



TCES Community

TCES Community is a cloud-based Community Equipment Service platform **used by more than 80 NHS Trusts and local authorities.** It supports the provision of equipment for hospital discharge and admission-prevention pathways.

CSS SOLUTIONS

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TCES Community Wheelchair

A paperless platform that streamlines clinical and logistical processes across Wheelchair Services, improving visibility and record accuracy.



Pro-Cloud

A cloud-based asset management solution that tracks and traces assets, automates servicing and maintenance, and provides KPI monitoring across all operational levels.



Pro-Cloud Public Safety for Ambulances

A configurable set of modules designed to support day-to-day ambulance operations, tailored to meet the requirements of any ambulance service.



Pro-Cloud Public Safety Bluelight

A dedicated platform for Fire & Rescue and Police services. It provides full asset tracking, automated maintenance workflows and real-time performance monitoring.



Pro-Cloud Fleet

A fleet tracking and management platform using telematics to provide real-time data on fleet activity. Available as a standalone tool or integrated module within other Pro-Cloud solutions.

CSS SOLUTIONS

CSS software is delivered via a Software as a Service (SaaS) model. Most implementations, including TCES Community, can be completed within a 16-week project window. This approach helps ensure predictable costs and efficient onboarding.

In addition to TCES Community, CSS offers solutions for a range of sectors:

- Pro-Cloud for Warehouse and Asset Management
- Pro-Cloud Public Safety for NHS Trusts, Charities & Private Ambulance Services
- Pro-Cloud Public Safety for Fire & Rescue and Police Services
- TCES Community Wheelchair for Wheelchair Services

For further details on the solutions listed above please see them as listed on the G-Cloud 15 framework. Alternatively, contact CSS directly or visit www.worldwidecss.com for more.

TCES COMMUNITY

EQUIPMENT WEB ORDERING

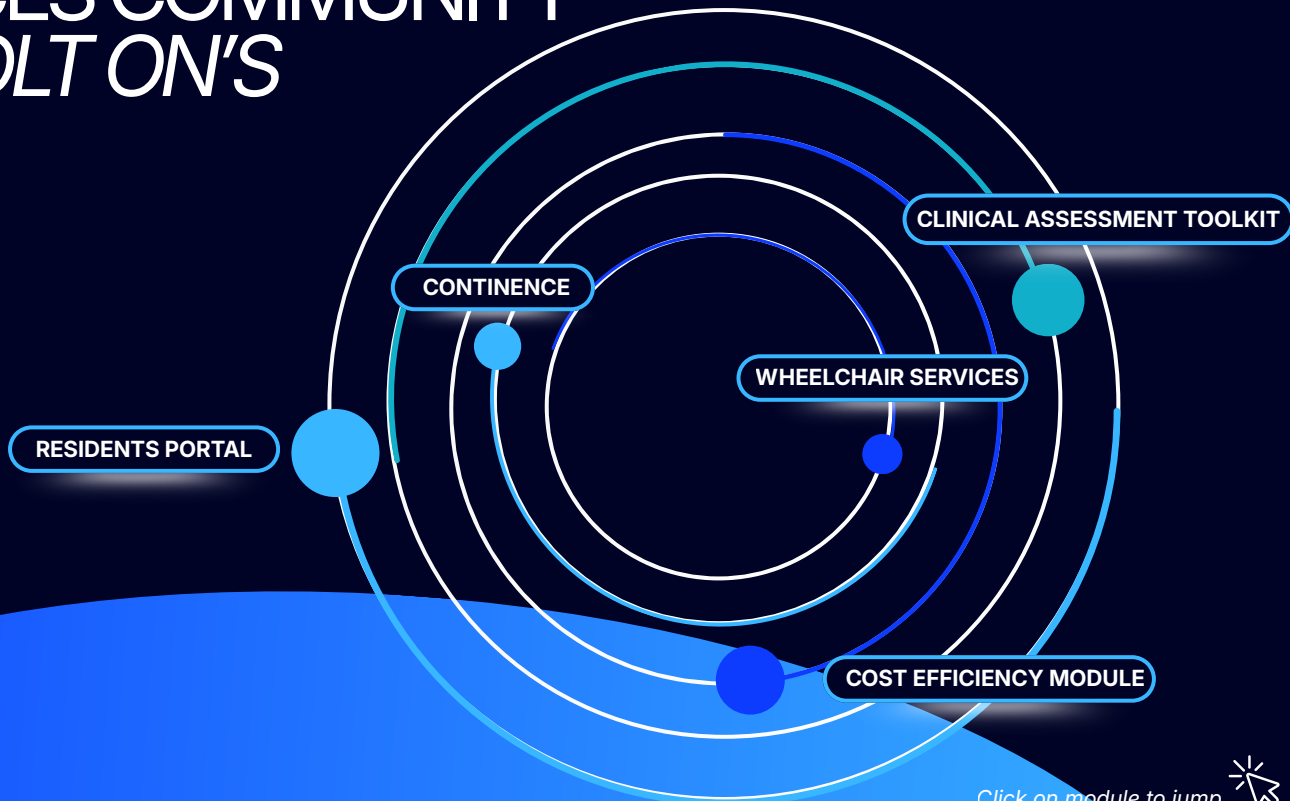
TCES Community **supports prescribers through every stage of the equipment ordering process**, from request to collection or repair.

Authorisation controls help ensure financial governance, with permissions based on organisational role and spending limits. Additional modules can be added to expand functionality across the wider Community Equipment Service.





TCES COMMUNITY BOLT ON'S



Use additional modules to integrate more services and gain more benefits for your
Community Equipment Service Provision

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RESIDENTS PORTAL

A secure, multilingual, two-factor authenticated portal that allows service users and carers to arrange collections, repairs and delivery tracking. The portal supports communication with prescribers and depots, helping reduce missed appointments and improve service transparency.



CLINICAL ASSESSMENT TOOLKIT

Designed to support more consistent and cost-effective equipment prescribing, the toolkit provides structured pathways for pressure care, seating, beds, cushions and key safes. Following assessment, a Close Technical Equivalent (CTE) is suggested to support clinical decision-making and reduce spend associated with over-prescription.



COST EFFICIENCY MODULE

This module helps control spend on non-contract equipment and minor adaptations by enabling prescribers to request and compare quotations directly within the system. Specification documents can be uploaded, and TCES Community manages the quotation and review process automatically.



WHEELCHAIR SERVICES

TCES Community enables end-to-end management of wheelchair referrals, assessments, clinic appointments, orders and repairs. Real-time updates help keep records accurate and reduce delays. Appointments and delivery progress are visible to service users through the Residents Portal, helping lower DNAs and administrative burden.

Orders and repairs can be prioritised, paused or tracked to ensure compliance with the 18-week referral-to-treatment pathway, even when circumstances such as hospital admission occur.



CONTINENCE

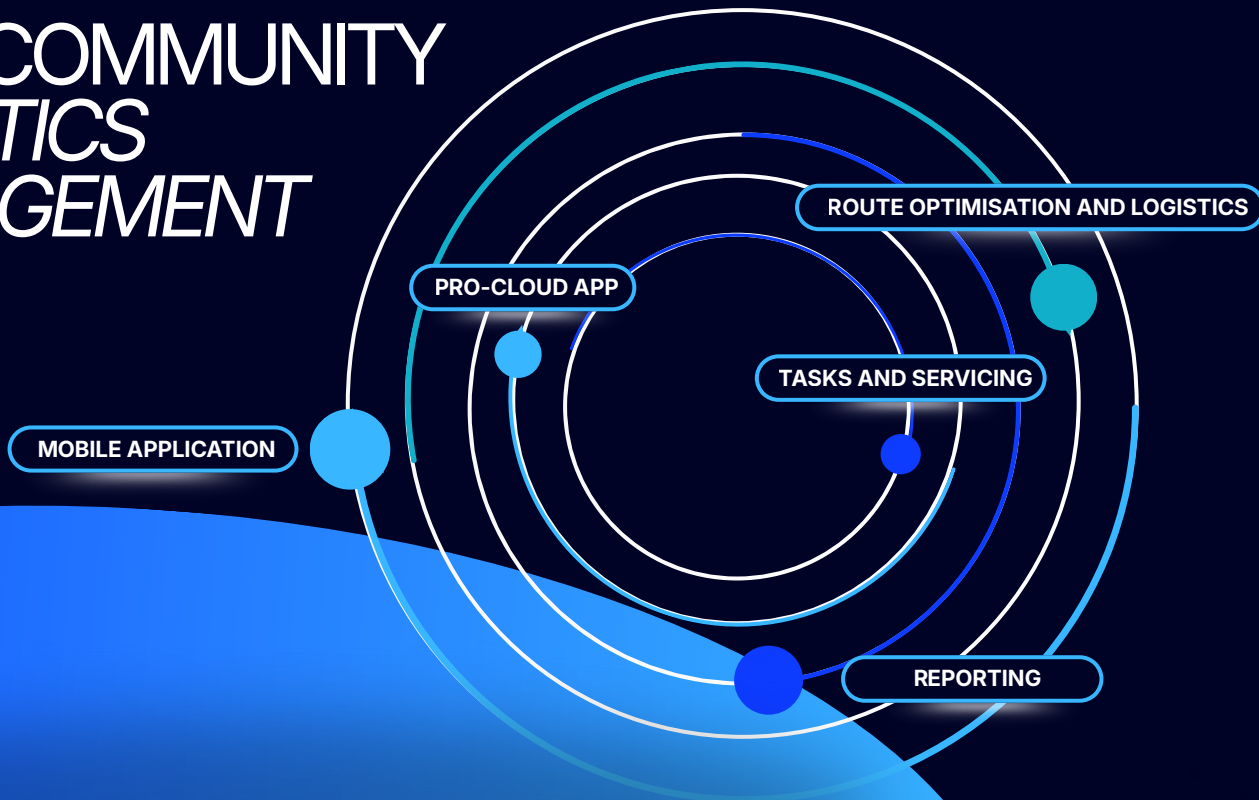
The continence module supports contract management by automating prescribing profiles and delivery schedules. Service users' usage patterns are configured within the system, enabling automated reordering and reducing wastage.

Key features include:

- Reduced manual reordering
- Automated replenishment cycles
- Long-term cost control and reduced waste



TCES COMMUNITY LOGISTICS MANAGEMENT





TASKS AND SERVICING

This function supports the planning, tracking, and completion of maintenance and servicing activities. Maintenance schedules can be automated, removing the need for paper records or spreadsheets. Assets are configured with individual service schedules, using the Task and Test Board to be used to plan day-to-day and ongoing maintenance activities and assign them to the appropriate personnel.

The capabilities of this module include:

- Manage manufacturer, regulatory, and planned preventative maintenance schedules, including PAT, LOLER, and PUWER
- Plan, carry out, and record equipment servicing to ensure compliance with industry standards
- Identify and report overdue services, with reason codes to support risk management
- Configure tasks for specialist equipment, such as pre-delivery inspections on receipt from suppliers
- Link digital questionnaires (e.g. service certificates) to support paperless processes

Supported by Pro-Cloud, TCES Community integrates asset and logistics management into a single platform.



ROUTE OPTIMISATION & LOGISTICS

Route planning considers factors such as postcode groups, activity types, response speed, product type and required personnel. The system provides real-time updates to optimise routing, monitor deliveries and improve technician efficiency.

GPS-based routing ensures the most efficient journey, with live progress visibility for operational teams.

STANDARD REPORTS

- Automated Dashboards providing real-time statistics on Stock Alerts, Missing Stock, Pending and Late Activities, Tasks and Servicing Monitoring
- In-module reports to provide information of historical events such as Stock Take history, Product Queries, and Distribution Report within the Asset and Inventory module
- Operational reports within the reporting suite such as Equipment Replacement Asset Movement

Standard reports can be exported to .csv files for more in-depth analysis.



REPORTING

TCES Community provides users with a standard suite of day-to-day operational reports as well as a comprehensive Business Intelligence Reporting system powered by Microsoft Business Intelligence (BI).

POWERED BY MICROSOFT BI - MANAGEMENT INFORMATION REPORTS INCLUDE BUT ARE NOT LIMITED TO:

- Requisitioner, Team, and overall Spending Trends
- Adults and Children Spend Analysis
- Activity Usage - Priority Speed request and reason i.e., Prevent Admission or Facilitate Discharge
- Equipment Spend Trends i.e., High-Value/Low-Volume vs. Low-Value/High-Volume

Management Information Reports can be exported to PDF, Word, Excel or xlsx. & .csv formats



MOBILE APPLICATION

The TCES solution is designed to be accessible and easy to use. The platform is optimised for mobile devices, allowing users to access all features anytime and anywhere.



PRO-CLOUD APP

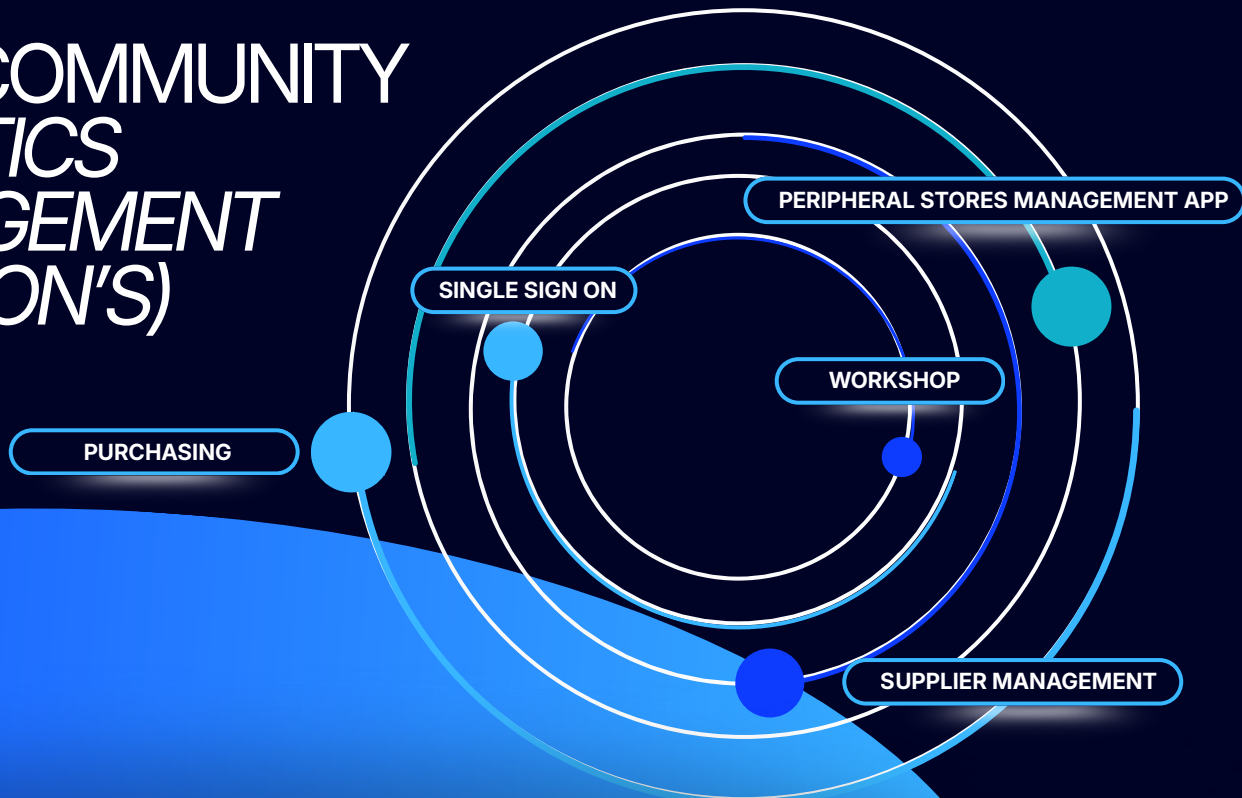
Pro-Cloud is the asset and inventory management application that supports TCES solutions and provides backend ordering functionality. It includes tools to support community equipment ordering and day-to-day stock and asset management.

Assigned Jobs Menu
Goods Receipt (Goods In)
Inventory Management (Asset Information Lookup,
Asset Checks and Asset Moves)
Stock Management (e.g. Stock Take)

The mobile app is secured through individual user login codes or Single Sign-On integration.



TCES COMMUNITY LOGISTICS MANAGEMENT (BOLT-ON'S)



Click on module to jump 
Click on page number to return to menu

Bolt-on services enhance the total-solution by offering modules that further efficiencies to your day-to-day operations.



PURCHASING

The Purchasing module supports the full purchasing lifecycle and integrates via API with central ERP (Enterprise Resource Planning) systems. This allows purchasing data to be shared without duplicate entry and gives buyers flexibility to manage supplier orders directly.

YOUR PURCHASING TEAM WILL BENEFIT FROM:

- ◆ Simple interface to raise Purchases with easy-to-manage Supplier Information - including Stock Code, Cost, Lead Days, and Warranty
- ◆ Notifications to suppliers of a pending order with access to the Supplier Portal
- ◆ The warehouse can partially, or fully, receive orders based on dispatches from the suppliers
- ◆ Defective items can be returned upon receiving
- ◆ The system permits partial or full invoice receipts
- ◆ The invoice is automatically cross-referenced with the purchase order for discrepancies prior to posting into the ledger
- ◆ Tracking dashboards will highlight late Purchase Orders



WORKSHOP

The Workshop module extends community equipment management by supporting servicing and maintenance across the full asset lifecycle. All labour, parts, and costs associated with maintenance activities are recorded against asset records.

- Reporting on repair and refurbishment costs
- Identification of recurring faults or failure trends
- Supplier or manufacturer follow-up based on maintenance history

Labour time can be captured automatically on mobile devices from job start to completion or entered manually.



SUPPLIER MANAGEMENT

The Supplier Management feature ensures any work outsourced to third-party suppliers can be provisioned and completed within the TCES Community platform without depending on external systems. Within this module, requests can be directed to suppliers to:

- Provide a quotation for the supplier of an item or service
- Request the delivery, collection or repair of an item at a location
- Sub-contract servicing direct to the supplier for completion using the TCES Community third-party Supplier integrated system

Dashboards and reports provide clear visibility of the work undertaken, removing manual processes and saving time across the supply chain.



PERIPHERAL STORES MANAGEMENT APP

The mobile app simplifies issuing Community Equipment Stock. This Bolt-On enables speedy ordering and improved management processes for stock control.

All app activity automatically synchronises with the TCES platform to ensure management teams have full visibility of their equipment stock levels while also providing insight into which stock holdings should be replenished.

- User-friendly interface
- Manage stock levels
- Ensuring full traceability
- Putting service users first



SINGLE SIGN-ON (SSO)

Pro-Cloud integrates with Microsoft Entra ID (formerly Azure Active Directory) to support centralised user account management. SSO can be implemented using:

- Standard Authentication SSO
- Multi Factor Authentication SSO
- Multi-Provider SSO

An account import API synchronises active user accounts and updates changes automatically eliminating the extra administrative work of onboarding and administering the end-user accounts.



SALES@CSSEUROPE.CO.UK
WWW.WORLDWIDECSS.COM

0800 652 0488

2 & 3 PARKSIDE COURT, LICHFIELD
STAFFORDSHIRE, WS13 7FE



TCES Community

INNOVATIVE SOFTWARE SOLUTIONS FOR MODERN CHALLENGES.

