

Compliance and Assurance Bespoke Application Development

- Summary and pricing

Jan 2026

Executive summary

Cielo Costa will partner with the client to eliminate critical operational challenges, including multiple manual touchpoints, inconsistent templates, and a lack of centralised visibility. The comprehensive audit tool will standardise processes across all regions, improve accountability, and streamline action management.

The Compliance and Assurance solution represents the first step in the journey. The solution leverages Cielo Costa's proven Conforme modular platform, developed to address various compliance requirements. This system is tailored to your exact lifecycle, from scheduling and execution to follow-up and reporting, featuring region-aware templates, real-time collaboration, breach flagging, and integrated action planning.

Built on your existing Microsoft Azure infrastructure, the solution minimises implementation efforts while ensuring enterprise-grade security, scalability, and seamless integration. This foundation will enable cost-effective deployment across the different Conforme modules currently including audit, incident management, complaints tracking, and legal cases, each building on the established platform.

Typical objectives



Establish a streamlined and standardised audit and compliance process

Reduce manual effort and ensure consistent compliance while remaining adaptable to regional requirements.



Improve visibility, accountability, and timely implementation of audit findings

Centralised Compliance and Assurance tracking and action management to eliminate silos, enabling faster and more transparent follow-through.



Reduce administrative burden and data duplication

Leverage automation and integrated reporting to lower operational overhead and remove the need for repeated data entry across systems.



Enhance risk management and compliance assurance

Provide real-time insights, breach flagging, and region-aware templates to support regulatory requirements.

Solution benefits

Tailored to your needs

Custom-built to match your specific service structure and workflow preferences. No unnecessary features, just exactly what you need.

Role-based simplicity

The interface adapts depending on the user's role. Whether someone is completing activities, managing actions, or overseeing compliance, the view adapts accordingly.

Smart workflows

Processes such as submitting audits, assigning follow-ups, and logging compliance issues are streamlined with guided steps, progress indicators, and helpful prompts.

Real-time visibility

Dashboards highlight open actions, recently completed audits, and emerging compliance trends in a single glance, without needing to open multiple reports.

Built-in accountability

Every change in status, comment, or compliance issue is automatically logged. This provides a robust audit trail while reducing manual admin work.

Estimated time savings

Estimates reflect potential time and workload savings based on a client's typical equivalent manual processes.

Report Completion Time

Report turnaround may be reduced from up to **7 days to just 1 day**, through in-system report generation and built-in workflows that eliminate manual formatting and rework.

Reduced turnaround time by

~6 days

Admin Time Savings

By removing manual duplication across systems, the solution is estimated to save **up to 30 hours per week** in administrative workload across teams.

Time saved

~30 Hours

Reporting Effort Reduction

Audit reporting effort could be reduced by **up to 80%**, as data flows directly into dashboards and outputs without the need for Access queries, Excel merges, or email-based updates.

Effort reduced

~80%

Pricing

Our Compliance and Assurance solution is fully scalable to meet your organisation's needs and is provided under an annual licence. The prices shown below include access to the standard module deployed to your environment. We will work with you to determine which module and package best aligns with your requirements. Additional configuration and enhancement work to align to your exact business requirements can be delivered through our Lot 3 – Cloud Support Services offering.

All pricing is for licences per annum and excluding VAT and expenses

Assure Starter

- One module
- Up to 5 sites or locations
- Up to 5 users

£5,000

Assure Entry

- One module
- Up to 50 sites or locations
- Up to 50 users

£15,000

Assure Focus

- One module
- Up to 100 sites or locations
- Up to 1000 users

£20,000

Assure Duo

- Two modules
- Up to 100 sites or locations
- Up to 1000 users

£35,000

Assure Enterprise 200

- One module
- Up to 200 sites or locations
- Up to 15,000 users

£55,000

Assure Enterprise 250

- One module
- Up to 250 sites or locations
- Up to 25,000 users

£60,000

Assure Enterprise 300

- One module
- Up to 300 sites or locations
- Up to 30,000 users

£65,000

Assure Enterprise Flex

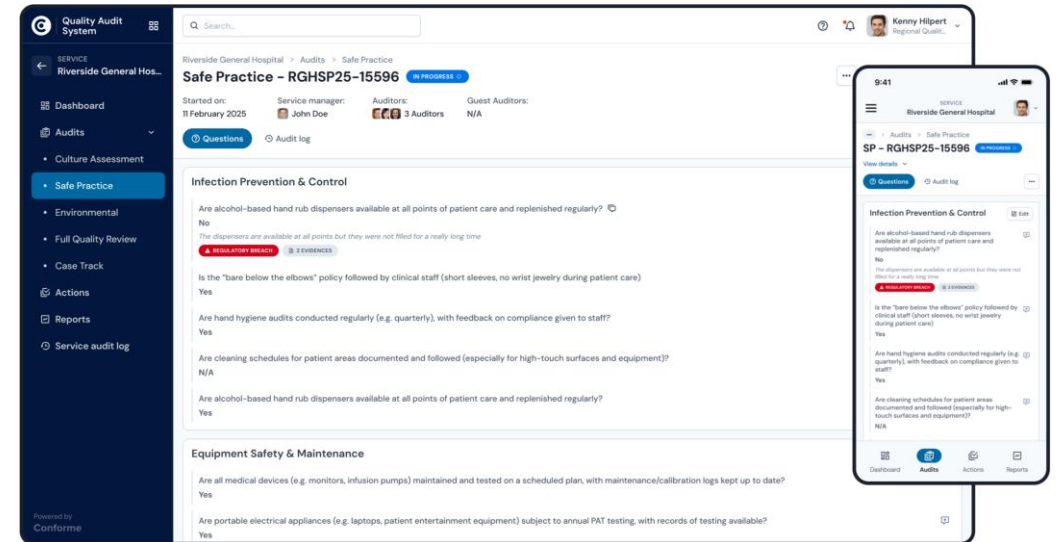
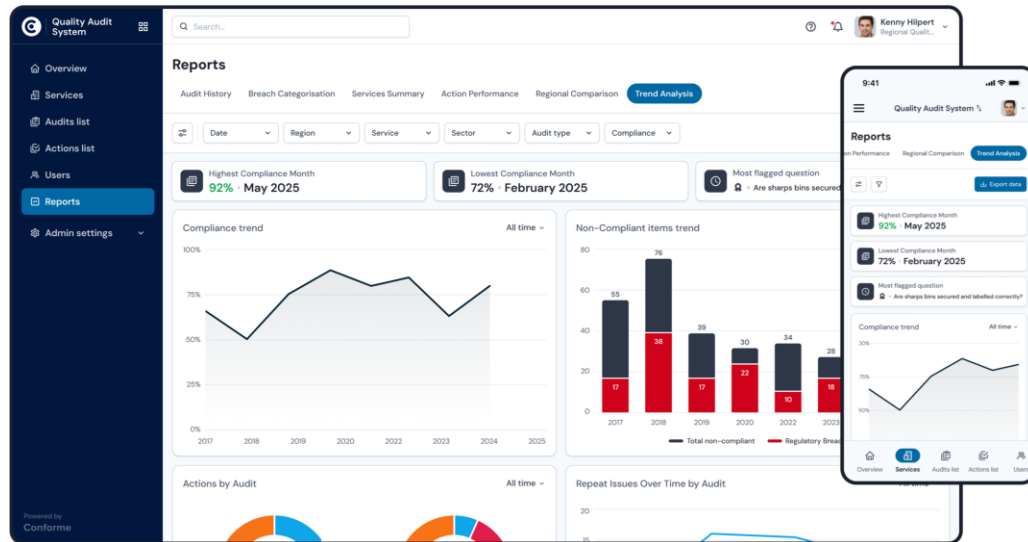
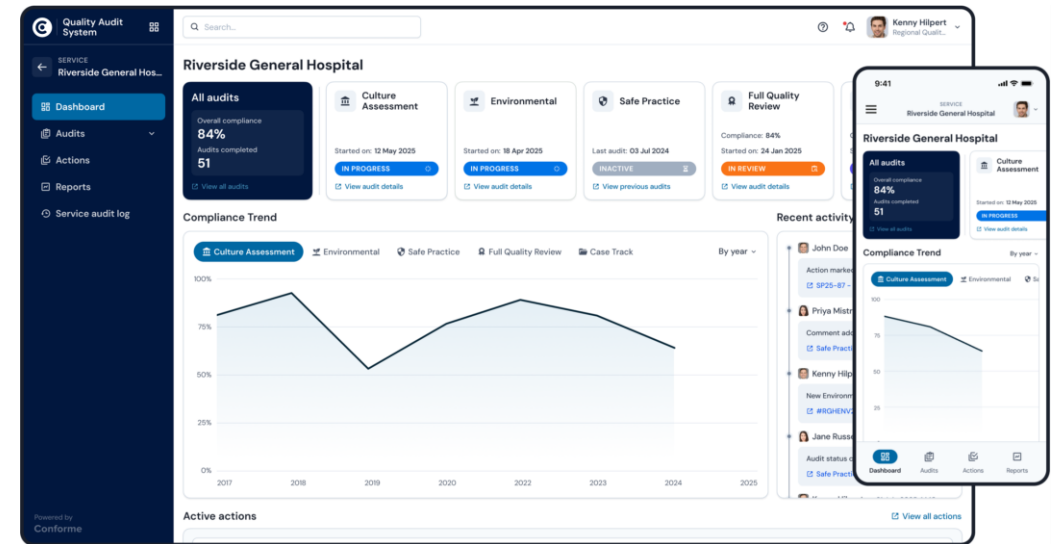
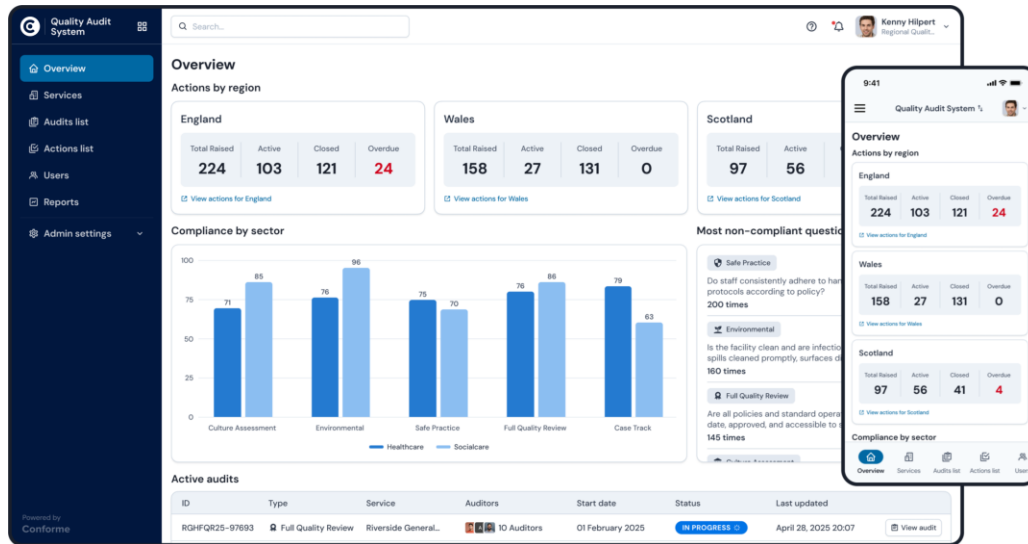
- Tailored to your exact footprint and risk profile

£POA

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Solution Overview

Interface - Overview



Interface – Multiple systems

The interface displays a 'Switch system' dropdown menu with the following options:

- Quality Audit System
- Incident Tracking System (selected)
- Complaints Tracking System
- Legal Management System

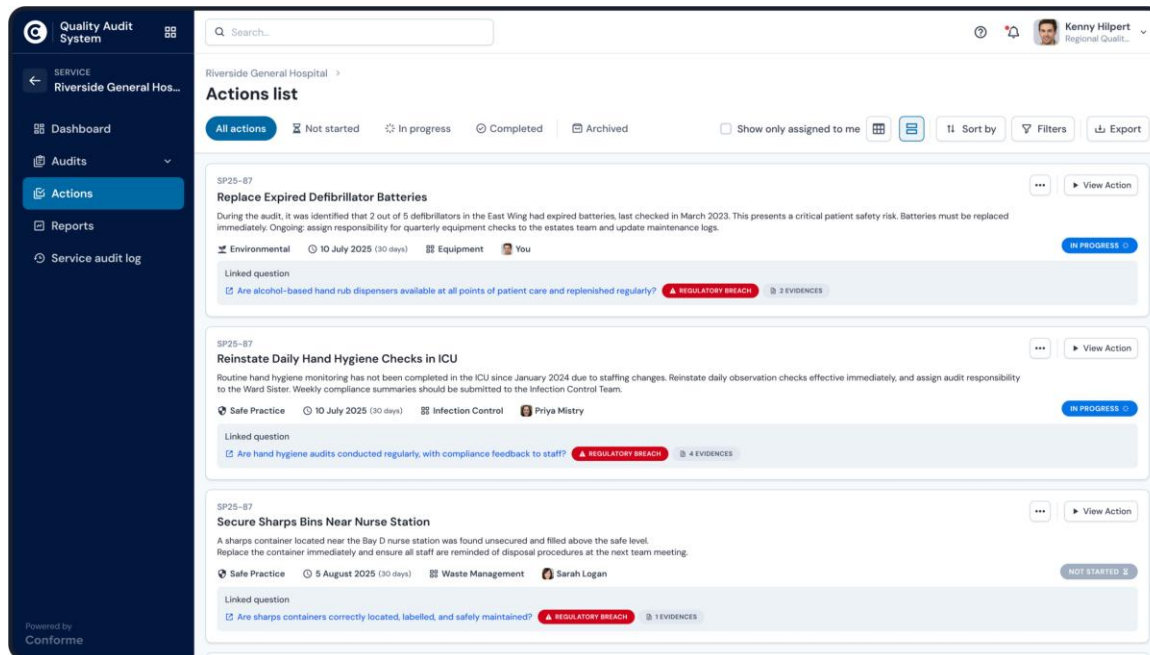
The 'Services list' table contains the following data:

Service name	Sector	Region	Manager	Active cases	Active actions
Riverside General Hospital	Healthcare	England	Maria Johnson	84	96
Fernhill Lodge	Socialcare	Wales	Ahmed Khan	47	175
Eastgate Recovery Centre	Healthcare	England	Emily Davis	79	66
Meadow View Hospital	Healthcare	England	Ahmed Khan	43	188
Oakridge Court	Socialcare	England	David Wilson	54	159
Southgate Psychiatric Clinic	Healthcare	Scotland	Laura Brown	27	138
Hazelwood House	Socialcare	England	James Taylor	98	47
Hawthorn General Hospital	Healthcare	Wales	Olivia Martinez	83	145
Ashfield View	Socialcare	England	James Taylor	69	143
Kingsmead Neuro Centre	Healthcare	England	Jacob Thomas	33	101
Willowbrook House	Socialcare	England	Isabella Jackson	71	172
Lakeside Hospital	Healthcare	Scotland	Daniel White	42	141
Briarwood Court	Socialcare	Wales	Chloe Harris	82	147
Maplefield Health Centre	Healthcare	England	Ethan Martin	35	80
Elmside Residential Home	Socialcare	England	Ava Thompson	70	97

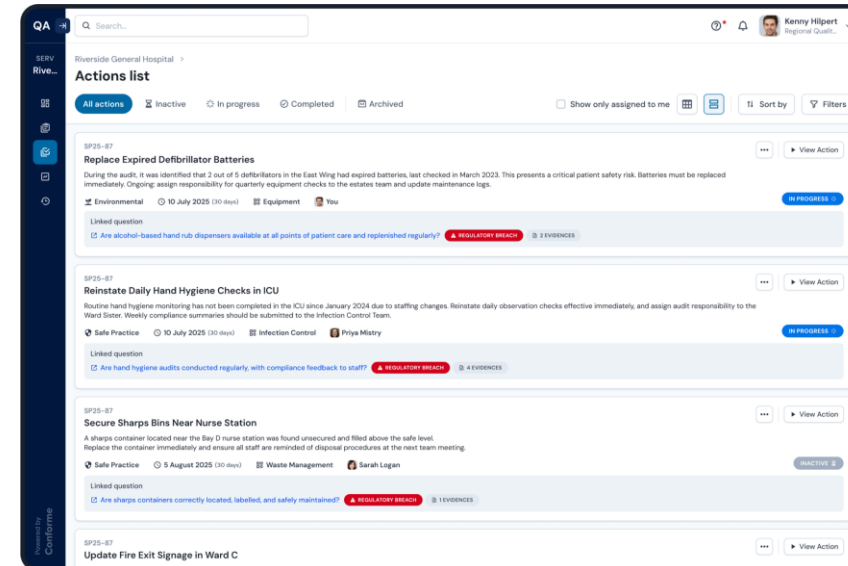
The 'Incident Tracking System' interface also displays a 'Details' view for a specific incident, 'Accident - Sprained ankle', and an 'Actions' view showing a list of actions assigned to the user.

Interface – Device agnostic

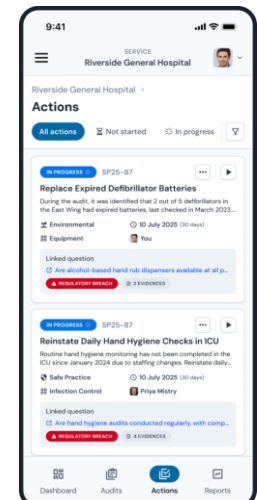
Desktop



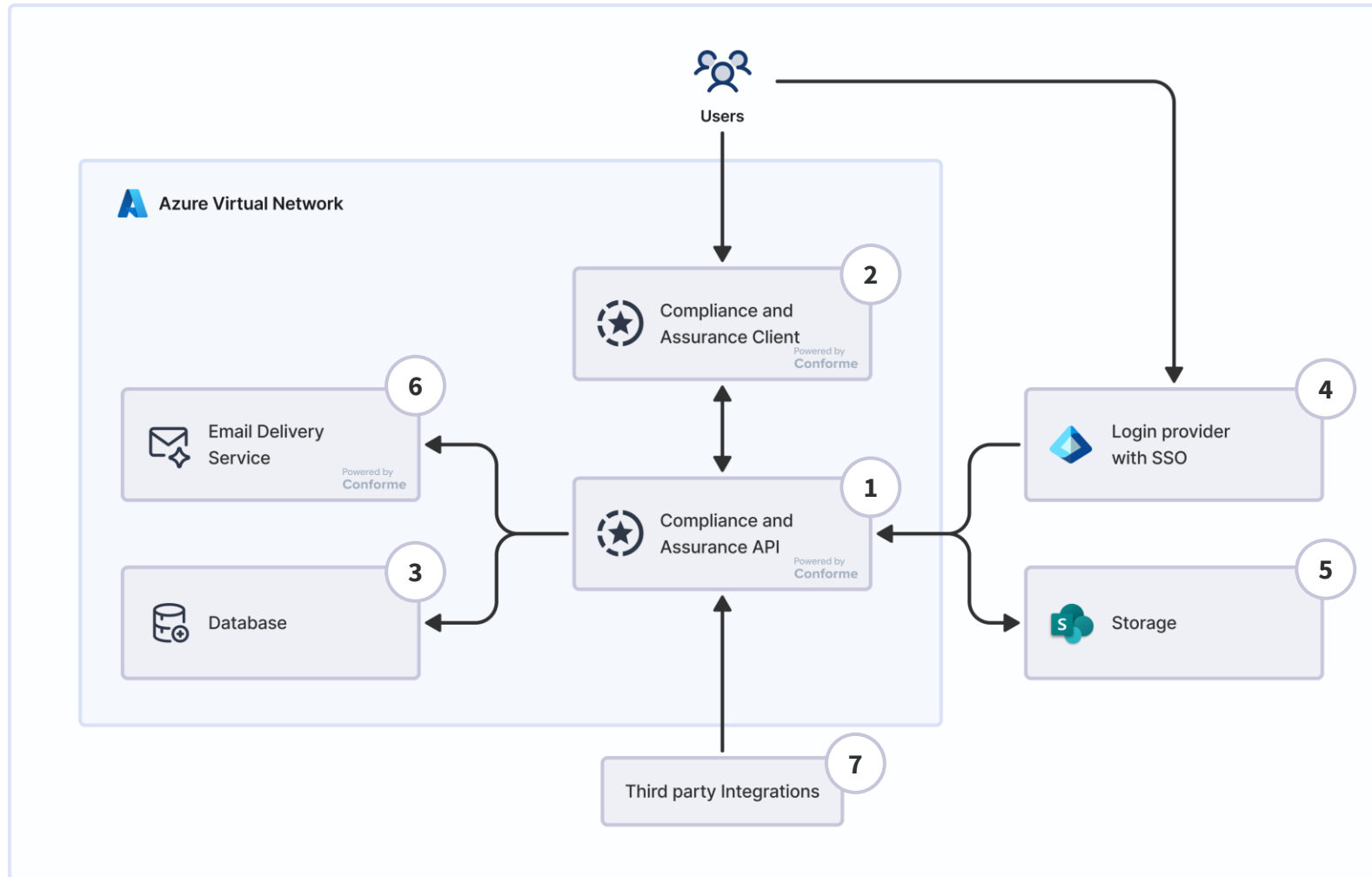
Tablet



Mobile



Solution design



We have started our thinking on the technical solution that will underpin the Quality Auditing System.

The whole solution will be hosted within your own Azure infrastructure, ensuring industry best practice and resilience are at the heart of the design

This is the beginning of a solution design, which will be refined and built out during the Design phase.

We will review the solution design with the Client's Architecture Governance Board to ensure that it is aligned with their strategy.

A description of the core components can be found on the next slide.

Solution overview

1

Compliance and Assurance System API (Azure App Service)

The Compliance and Assurance System API has no user interface and spends most of its time processing requests from the Compliance and Assurance System Client.

It's the core of the solution, carrying out complex tasks and linking the system together. It communicates with other services, including the database, storage, email service and any other integrations.

It would utilise Azure App Services that provide enterprise-grade availability and scaling based on a range of configurable metrics.

2

Compliance and Assurance System Client (Azure App Service)

The Compliance and Assurance System Client is a progressive web app (PWA), that provides the user interface for both desktop and mobile users. All the views are generated by the web app. Any requests for data are sent to the Compliance and Assurance System API.

3

Database (Azure Cosmos DB)

The database stores all the data associated with the solution, with the exception of images and documents.

It would use Azure Cosmos DB with Mongo API, which can be scaled to meet demand.

4

Login provider with SSO (Azure Entra ID)

The solution would utilise Azure Entra ID for user authentication.

5

Storage (SharePoint)

SharePoint can be used to provide a scalable, cost-efficient way to store images and documents used by the solution.

6

Email delivery service (Azure Function)

The solution would utilise an Azure function for transactional emails associated with the solution.

7

Third party integrations

Third parties would be able to retrieve data through secure API REST endpoints.

Solution architecture benefits



Architecturally tailored to your exact needs

Our custom solution will be hosted in your Azure environment, allowing it to be **tailored to your specific needs**. You have full control over important factors such as redundancy, disaster recovery, scalability and security.



Unmatched flexibility

You gain **complete control** to adapt and expand the software as you continues to grow. It allows you to build solutions that integrate very tightly with each other. Flexibility cannot be higher than a solution built in an environment you control, with code written to meet your exact needs.



Seamless integration

Our solution **integrates exactly as you want it to** with existing systems, ensuring smooth data flow and consistency across the organisation. Microsoft Entra ID SSO ensures seamless user login and removes the burden of additional account management.



Full control of your data

Keeping your data within your Azure environment gives you full control over data security and compliance. It allows data to flow securely without the need for it to leave your network. You have **complete control over your data**, allowing you to integrate to with other solutions as you see fit.