



Neo Technology NHS Workforce Management Platform



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Service Overview

The Neo Technology NHS Workforce & Case Management Platform is a secure, configurable Software as a Service (SaaS) platform designed to provide NHS organisations with a single, coherent operational system across workforce management, case management, estates, and access control.

The platform supports hospital, community, and integrated care settings, delivering a unified operational view across people, cases, and assets. It integrates with existing NHS systems to improve visibility, governance, and assurance without fragmenting data or replacing core clinical and EPR systems.

Workforce Management

The platform provides a single, configurable workforce management environment supporting hospital-based and community-based teams, enabling NHS organisations to plan, deploy, and assure their workforce consistently across services.

Workforce activity, compliance, and engagement are managed within one operational framework, supporting both day-to-day delivery and strategic workforce planning.

Capabilities include:

- Workforce rostering and dynamic scheduling
- Diary and shift management across roles, sites, and services
- Temporary staffing, bank, and agency usage insight
- Workforce-related case management for HR and operational matters
- Integration with ESR where required
- Learning, skills, appraisal, and professional revalidation tracking
- Mandatory training and compliance monitoring
- Workforce engagement, communications, and notifications
- Workforce assurance dashboards and reporting
- Role-based visibility for managers, service leads, and central teams

Case Management

The platform links workforce, clinical-adjacent, and corporate casework into a single operational view, enabling NHS organisations to manage complex case activity consistently without replacing core EPR systems.

Structured workflows, escalation rules, and audit trails ensure consistent handling of sensitive cases across services and teams.

Capabilities include:

- Patient experience and complaints management (PALS, Duty of Candour, Ombudsman)
- Safeguarding and risk management (MCA, DoLS, incidents, PSIRF-aligned processes)
- Information governance casework (SARs, FOIs, data breach management)
- Corporate and programme case management (CQC actions, audits, transformation programmes)
- Case prioritisation, escalation, and SLA tracking
- Linked case records across workforce, services, and corporate functions
- Full audit trails and evidence capture
- Management reporting and assurance views

Facilities & Estates Management

The platform extends PropSys360-style asset and compliance management into NHS estates and facilities, providing structured oversight of maintenance, compliance, and operational issues while integrating with specialist CAFM and asset systems.

Estates and facilities activity is managed within the same operational framework as workforce and corporate casework, improving visibility and assurance.

Capabilities include:

- Reactive maintenance case management
- Planned maintenance tracking and follow-up
- Estates compliance monitoring (fire safety, water hygiene, medical gases)
- Cleaning and infection control case management
- Asset and equipment fault logging, escalation, and resolution
- Risk and issue tracking linked to estates activity
- Integration with CAFM and asset management systems
- Compliance reporting and audit readiness

Identity & Access Management

The platform includes centralised identity and access management to ensure users and applications have appropriate, auditable access aligned to NHS security and governance requirements.

Access is managed consistently across workforce, case, and estates functions.

Capabilities include:

- User-level and application-level access control
- Role-based permissions aligned to job function and responsibility
- Joiner, mover, and leaver workflows
- Approval-based access provisioning
- Audit logs for access changes and usage
- Integration with NHS identity and authentication services

Additional Platform Capabilities

In addition to core functional areas, the platform supports:

- Configurable workflows without code changes
- Configurable forms, fields, and case types
- Role-specific dashboards and views
- Cross-module reporting and analytics
- Secure document and evidence management
- API-based integration with NHS and third-party systems
- Environment separation for testing and assurance
- Scalable SaaS delivery suitable for Trusts, ICSs, and community providers

Platform Summary

The Neo Technology NHS Workforce & Case Management Platform enables NHS organisations to operate with clarity, control, and assurance across workforce operations, casework, estates, and access management, delivered as a scalable Lot 2b SaaS solution suitable for use across the NHS.