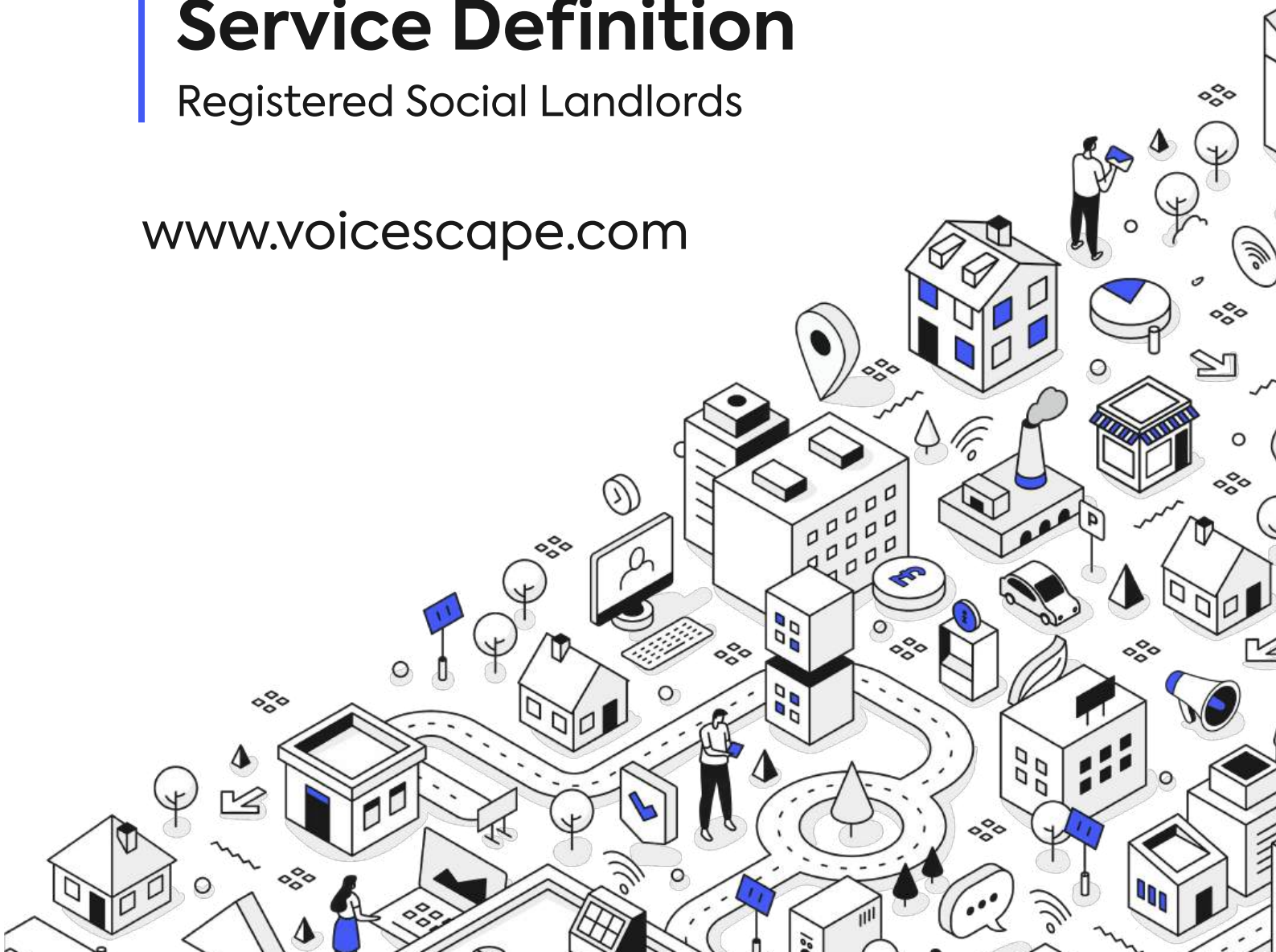




Voicescape G-Cloud 15 **Service Definition**

Registered Social Landlords

www.voicescape.com



Service Description

Collections

The Collections solution helps to maximise the effective use of officers' capacity by eliminating the time spent on call preparation and dealing with abortive tasks. It delivers powerful results by changing costly and ineffective outbound calling activity into high-quality inbound calls to maximise tenant engagement for rent arrears collection. By taking an automated approach, it sends tenants an interactive request for a contact, with the option to speak directly with an operator before being transferred directly to the team and/or, the possibility for them to make a self-serve payment towards their arrears, thus, maximising the rental income collected whilst reducing the overall cost of collection.

Caseload Manager

Caseload Manager represents a major transformation in the way social landlords manage tenant rent arrears. This powerful solution harnesses the combined powers of Artificial Intelligence, Behavioural Science and Machine Learning to intelligently automate the caseload management process for FTA & CTA. It reviews individual resident behaviours and potential risks before determining the optimum intervention at each relevant stage of the arrears management process.

Interventions are thus more personalised, enabling you to send the right message at the right time, using the right method to drive the right result, meaning that landlords are more likely to achieve the optimum outcome for their organisation and customers. This frees up time for income officers to focus on other key areas, such as supporting those in need of more intensive one-to-one assistance.

The solution works with all Housing Management Systems and will automate and personalise engagement while improving casework efficiency by bringing data and insights into a single easy-to-use dashboard. All debt can be seen in one view, all modules are included for one price to enable the effective and efficient management of all types of tenant arrears.

Agreements Manager

The Agreements Manager solution significantly improves the efficiency and effectiveness of income recovery through arrangements / repayment agreements. Agreements Manager empowers customers to take full control of their agreement estate, creating a sense of ownership over both locked-in and unsecured arrangements with tenants.

Agreements Manager further extends the help provided to social landlords to harness the power of Artificial Intelligence, Behavioural Science and Machine Learning to make more personalised, risk-based interventions in agreements that are more likely to achieve the optimum outcome: a successful completed agreement with arrears repaid, when completion failure rate in the sector can be as high as 90%.

Agreements Manager shows the current portfolio and associated risk of all agreements. It actively manages agreements with tenants, including driving suitable tenant engagement designed to enhance success & payment rates. Agreements Manager also actively looks forward at future risk, leveraging HMS data to construct AI and ML models to predict optimal values, durations, and risk assessment for both existing and proposed agreements. As such, Agreements Manager assists officers in determining suitable instalment and duration combinations for each tenant during real-time conversations with tenants.

The solution maximises agreement debt recovery, increases completion rates, and empowers tenants in managing their agreements.

Compliance

The Compliance solution seeks to accomplish two key operational objectives: meeting legislative requirements around essential routine safety checks, and significantly mitigating the cost of missed appointments due to 'no-access'. Compliance engages tenants who are due visits, appointments and inspections, offering landlords the opportunity to completely automate the booking, confirmation and re-booking process.

It delivers measurable benefits by eliminating outbound calling activity, changing it into solutions-focussed inbound calls. Its automated approach can be configured to either advise a tenant of an appointment and request confirmation, or invite them to schedule an appointment with an advisor at a time to suit them. This process serves to maximise the number of appointments scheduled whilst reducing the volume of manual interventions required. It also decreases the number of missed appointments by engaging tenants in their appointment booking process, thus building trust and satisfaction.

Sustainability Manager

Sustainability Manager delivers a unique and major transformation in the way social landlords manage, automate and analyse tenant engagement across the full tenancy lifecycle. This powerful solution harnesses the combined capabilities of Artificial Intelligence, Behavioural Science and Machine Learning to consistently drive tenant engagement and automate the analysis of tenant engagement outcomes to deliver more sustained tenancies, at a lower cost.

In an increasingly regulated, resource-constrained sector, Sustainability Manager can be used to consistently automate tenant engagement across the lifecycle of a tenancy, from pre-tenancy sign up through new starter tenancies, in-life processes such as ASB case engagement, through to end of tenancy processes such as key collection. In addition to allowing this engagement to be configured and scheduled in consistent ways across different property and tenancy types, Sustainability Manager's unique and market leading engagement analytics capabilities then continuously review tenant engagement touchpoints, responses and outcomes, to pro-actively highlight high risk cases for early intervention. By analysing the breadth of information typically available to a landlord but siloed into numerous operational systems or components (such as repairs data, TSM data, ASB data etc.), Sustainability Manager delivers a holistic and pro-active view of tenancy strain points, allowing a landlord to get ahead of emerging declining satisfaction, complaints or premature and costly tenancy end scenarios. Sustainability Manager also continuously evaluates tenant engagement metrics, allowing a landlord to actively surface 'Silent Customers' so that more pro-active efforts can be made.

Designed to improve the term and quality of tenancies, boost tenant satisfaction, and deliver long term efficiency and effectiveness gains for landlords, Sustainability Manager also provides deep audit trail capabilities to assist with a landlord's compliance obligations in an ever-changing sector.

As with all Voicescape AI/ML solutions, Sustainability Manager complements all Housing Management Systems and will automate and personalise engagement while improving casework efficiency by bringing data and insights into a single easy-to-use dashboard.

Engage

The Engage solution is a highly configurable and scalable solution designed to deliver powerful results. It turns costly and ineffective outbound calling activity into productive inbound calls or actionable insights. Engage is ideal for contacting large numbers of people for non-transaction-based feedback and welfare checks that don't suit self-serve, and campaigns such as pulse surveys, policy consultations and digital inclusion. Once running, our automation platform sends calls, text messages or emails to tenants who require contact or feedback. Use of this solution enables organisations to tailor their focus and spend more time engaging with tenants who require manual intervention or support, driving positive outcomes for both the landlord and the recipient. The engage solution can also be used for managed campaigns that are information-only, for example, providing one-way updates to your tenant base.

RPA Modules

RPA Universal Credit Verification (UCV)

The Universal Credit Verification (UCV) Solution is designed for social landlords to streamline the Universal Credit verification process via the DWP landlord portal, which officially permits automation tools as of 2024. The robot automatically accesses claim verification requests on the DWP portal, checks tenant details against in-house databases and applies strict validation rules to determine exceptions. Validated claims are submitted automatically, with notes recorded on the resident's account.

RPA Rent Adjustment Direct Debit Automation

Direct Debit is a vital collection method for housing providers, but annual rent adjustments and notifications remain heavily manual and error-prone. The Direct Debit Robotic Process Automation solution adjusts rent balances according to pre-set rules, verifies tenant records, and issues batch notifications. It integrates with major payment integration service providers and handles exceptions, ensuring smooth updates. It is rules-based and highly configurable, accommodating multiple tenancy types (e.g. social rent, affordable rent, shared ownership) and adapting to organisational policy or local authority requirements.

Feedback

The Feedback solution helps landlords to get a clearer picture of how tenants feel about the services that are being delivered, creating a more responsive approach to managing dissatisfaction that may arise. The feedback gathered drives operational improvements in a way that cannot be achieved using traditional sampling methods. The whole application is scheduled to operate automatically and in real-time by delivering one simple automated phone call, email or SMS for every appropriate completed transaction, e.g., responsive repair, contact centre engagement, etc. It delivers instant feedback on what customers think about the service including capturing verbatim comments that provide additional business intelligence on the performance of operators and/or contractors. This provides the opportunity to instantly resolve any issues and improve customer sentiment. Levels of customer response can be optimised through time-of-day call routing within the Managed Service Platform and the possibility for the customer respond in their own time.

Voicescape have a purpose-built Feedback module to deliver the Tenant Satisfaction Measures surveys to customers. Voicescape offer an additional Sentiment and Theme Analysis module which uses advanced artificial intelligence and machine learning to analyse in real time verbatim feedback from tenants

Wellbeing

The Wellbeing solution uses automation technology to provide daily welfare check-in calls to residents living in supported living accommodation at their preferred check-in time, through their chosen method of contact. By automating the process, we're helping to triage and identify which residents require assistance on that day. Not only does this free up to 25% officer capacity, through our notification services and secure web portal, it helps to allocate resources more effectively and provide a consistent safeguarding offer to residents.

Landlords with Supported Living schemes will understand the resource pressures faced by adult social services. Voicescape's award-winning Wellbeing solution helps social landlords to free up capacity allowing them to better engage with residents. In partnership with our clients, Voicescape identified that significant resources are tied up in repeated, low-value manual activities that could be better invested in directly tackling the challenges of providing specialist sheltered housing services on a reduced budget.

Campaign Manager

The Campaign Manager solution is an innovative self-service communications platform that enables organisations to deliver instant, one-way messages to tenants or staff. Campaign Manager provides a single, secure interface for creating and managing outreach activity across your organisation, utilising voice, SMS, and email – whether to promote welfare support advice, improve engagement around key compliance, income-related services or, provide support during emergencies such as, adverse weather. Campaigns can be triggered by data feeds from Housing Management systems or scheduled manually for one-off or recurring activity.

What to expect when working with Voicescape

Sales Handover

When the contract documentation has been signed, our sales team will complete an internal sales handover and introduce our Customer Success and Account Management Teams to you in a formal kick off meeting.

You can expect a dedicated Customer Success Manager (CSM) and Account Manager (AM) who will be with you for the lifetime of your contract with Voicescape. Your CSM will seek to understand your immediate priorities, meet your project team, and build an implementation project plan with you. Your AM will be on hand to assist with any contractual queries and understand strategically how the project aligns with your internal goals. You will also be provided with an implementation specialist if you have chosen to implement one of Voicescape's analytics solutions.



Implementation Project Plan & Statement of Work (SOW)

Your Voicescape Customer Success Manager or Implementation will schedule a meeting to present the implementation project plan.

At this meeting, they will outline actions, responsibilities, and dates for project delivery. We will also agree the full requirement, your success measures and objectives and use this information to complete a SOW document to be signed by both parties. The SOW forms the blueprint for the implementation and what both parties' responsibilities are.



Delivering the Implementation Project Plan

During this phase, your Customer Success Manager will work with you to complete the actions set out in the project plan. It's likely you'll have regular weekly or biweekly teams calls. We will work with you to determine and agree your chosen solutions and any linked interventions, agreeing data extracts and transfer mechanisms. We will also work with you to agree scripts and other configurable elements to ensure we have a successful implementation that works for you.



Training

To ensure that you and your colleagues are fully prepared to go-live with your chosen Voicescape solution, our Customer Success Management team will deliver training either on-site or remotely as required. Voicescape also issue user guides to enable you to get the full benefit of the system.



Project Go-Live

When the implementation is complete, your CSM will be on hand to ensure that everything is running smoothly for go live and beyond. This can be done remotely, or we can come to your site.



Quarterly Operational Performance Review (QPR)

Each quarter, your CSM will arrange a QPR meeting to consult to ensure that your Voicescape solution is performing well, fitting in with your processes and, ideally, exceeding expectations. We may also be able to provide recommendations to improve performance and will share best practice from other customers and any new product updates and releases due.



Quarterly Business Review (QBR)

After Go-Live your Voicescape AM will work with you to create a strategic account plan, detailing your key objectives and how our services can help you to meet your goals. Once the strategic account plan is in place, it is monitored quarterly to ensure that your goals are achieved, and success is measured and tracked over time.



Ongoing Communication

We will agree with you how you would like to receive ongoing communications. As a standard we present monthly performance reports and annual success statements, so that you can see how the solutions are performing. We may also present other periodic updates to do with service developments and maintenance.



Managing Change

We understand that things change. We will work with you to recommend changes or recognise that you may want to make changes to your services. Our Account Management and Customer Success Management teams will support you through this process and provide a change request form to process any new changes and establish any associated costs.



Providing advice & sharing best practice:

If you have an operational problem that may be solved using our technology, our Customer Success Management team will be on hand to help identify and implement the best possible solution.



Refresher training:

We provide comprehensive training at the beginning of the service, and we understand that systems and people change over time. We therefore provide revised, or refresher training as required.

Who will be looking after you?

Voicescape is a vibrant and responsive technology company, throughout your relationship with us you will work with many of our teams, including.

Customer Success and Account Management Team

At Voicescape we provide two layers of support to our customers. The Customer Success Team is dedicated to providing excellent customer service and support to Voicescape users and is responsible for implementation of Voicescape solutions, they are your trusted advisor, sharing tips and best practice to assist with your success. The Account Management Team manage the strategic relationship, handling contracts, renewals and ensuring that you get the most value out of your contract.

Customer Success Manager (CSM)

You will be assigned a dedicated Customer Success Manager to work closely with you during the onboarding and implementation phase. They will provide assistance and training and ensure that you and your staff feel comfortable and ready to start using our services. Once our technology has gone live, your CSM will look after everyday operations and will help you if you need to make any changes. The CSM will organise and deliver the QPR.

Implementation Specialist – Analytics Solutions

Our analytics customers are provided with an Implementation Specialist as part of their onboarding and Implementation phase, they are sector & solution experts who will provide specialist advice and guidance relating to the configuration of our analytics solutions that are specific to your processes.

Account Manager (AM)

As part of your contract with us you will be provided with a dedicated Account Manager. Your Account Manager will be responsible for all the strategic aspects of our relationship with you; they organise and deliver the QBR.

Service Desk

Voicescapes Customer Success Team is on hand to help with any customer support requests, whether that is to do with account access, or if you have any technical queries about your data. Our Service Desk runs to a published Service Level Agreement (SLA) and Support Policy which will be supplied to you before or at time of contract. The SLA also outlines the full escalation path for any technical issues, should this ever be required.

Executive Sponsorship

Voicescape's Executive Sponsorship team is readily available to assist customers. Each customer is assigned a dedicated Executive Sponsor who ensures support for their strategic plans. They additionally offer support and guidance to Voicescape colleagues, ensuring that we consistently exceed customer expectations.

Pricing Overview

The pricing model is clearly defined within the Pricing Guidelines document. All solutions require an Implementation (one-off fee) and Collections has a Platform Fee (annual subscription) – additionally services are priced per additional service either by property, or by number of tenants. Multi-year and multi-service discounts are available upon request.



Our Commitment to You:

Key Service Standards

Voicescape is committed to delivering the highest standards of customer service and to maximising the value of your partnership with us. Our commitment entails being readily accessible, easy to collaborate with, and ensuring that you derive optimal value from our services. Therefore, you can anticipate the following service benchmarks from Voicescape:

Our online support helpdesk is available 24 hours a day, 7 days a week. Our support team is available by phone from 9am to 5pm, Monday to Friday.

- We aim to acknowledge queries received via the support helpdesk within two business hours.
- We aim to resolve all queries immediately, but if this is not possible, we agree an acceptable timescale and to keep you updated.
- We aim to answer calls promptly or, if you leave a message, come back to you within one working day.
- We aim to respond to emails swiftly, in no more than one working day.
- We will always be polite, professional and willing to listen.
- We are here to help and will be flexible in our approach whenever we can. We aim to get things right first time.
- You can trust us to keep your data secure and confidential in accordance with service delivery standards.

We pride ourselves on maintaining 99.9% availability and access to our services. We promise to let you know in advance if there is any planned downtime.

How to provide feedback

You will have the opportunity to provide feedback on your experience of working with us in a variety of ways, including:

-  Discussing any concerns or suggestions during your regular interactions with either your Account Manager or Customer Success Manager.
-  Completing Voicescape's annual customer satisfaction and Net Promoter Score survey.
-  By contacting any member of our team at any time.

Raising an issue or concern

We strive to get things right first time but occasionally, things can go wrong. If you feel we have failed to deliver to our usual high standards as stated within this charter, you can:

- Contact the support helpdesk and log an incident.
- Call our head office and ask to speak to a member of the management team.
- Raise the issue or concern with your Account Manager or Customer Success Manager.

Everyone at Voicescape is empowered to deal with your issue and will work with you to achieve a resolution as soon as possible.

Our standard terms and conditions require written confirmation 90-days prior to the end of the initial period or any renewal period to terminate an agreement.

How to contact us

 Email: helpdesk@voicescape.co.uk

 Via our website; www.voicescape.com

 Feel free to call us: 0161 884 3598

 Write to us: Ice Building, 4th Floor,
Exchange Quay, Salford M5 3ED

 Visit us; we love getting to know our customers and if you would like to visit us, our address is listed above.

Business Continuity and Disaster Recovery

All Voicescape services are cloud-based, our infrastructure partner is Amazon Web Services (AWS). AWS has the largest and most dynamic ecosystem, with customers across virtually every industry and of every size, including start-ups, enterprises, and public sector organisations. Being part of this ecosystem ensures that we are in a continuously business-ready state.

All services and systems are dual-located allowing failover and backup should the primary service fail.

Other steps and measures to support business continuity and DR:

- All staff can work remotely with equipped and secure company laptops.
- All Voicescape solutions and services are cloud-based providing technical staff with ready access to our systems remotely.
- Staff can meet virtually throughout the day to ensure services are being delivered.

Technical Requirements

All Voicescape services are cloud-based, and SaaS delivered. End users simply need a telephone, managers need a web-browser and IT departments need to send us a list. We have designed the service to be low/no-touch to minimise resources, requirements and disruption.

We are web-browser agnostic.

We are telephony system agnostic.

We are Housing Management Systems agnostic.

We are Predictive Analytics tools agnostic.

Ordering and Invoicing Method

Ordering Voicescape Services through G-Cloud is via the standard call-off contract. Contracts are typically invoiced annually in advance.





Registered Office

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Contact

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