



# Voicescape G-Cloud 15

## Service Definition

# RPA Training and Mentoring for Social Housing Providers

[www.voicescape.com](http://www.voicescape.com)



# RPA Services

## Lot 3 Cloud Support: RPA Training and Mentoring for Social Housing Providers

### 01 Introduction

Voicescape provides a suite of automation applications, AI-enabled services, and UiPath-based infrastructure designed specifically for the social housing sector. Our solutions support organisations in improving operational efficiency, reducing manual processing, strengthening compliance, and enhancing service delivery to residents.

This document outlines our capabilities, technical approach, governance model, and commercial structure.

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### 02 Organisational Overview

Voicescape is a specialist automation provider with extensive experience delivering solutions to UK housing associations, ALMOs, and local authorities.

Our team combines:

- Certified UiPath developers and infrastructure engineers
- AI and document-understanding specialists
- Housing operations subject-matter experts
- Governance, QA and change-management professionals

This ensures that all solutions are **secure, repeatable, auditable, and aligned to sector-specific regulatory requirements**.

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### 03 Solution Scope

Offering a modular portfolio of automation applications covering high-volume, high-risk and high-cost processes across housing operations.

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## 04 Implementation Methodology

Voicescape follows a structured, repeatable delivery model:

### 4.1 Discovery

- Requirements gathering
- Process mapping
- Data and system access review
- Risk and dependency assessment

### 4.2 Build

- Development in UiPath
- AI model training (where applicable)
- Integration configuration
- Internal QA

### 4.3 Test

- Client UAT
- Exception handling validation
- Performance testing
- Security and access testing

### 4.4 Deployment

- Controlled go-live
- Focus on risk management and mitigation
- Monitoring period
- Knowledge transfer

### 4.5 Support

- Recurring application support
- Support tokens for infrastructure changes
- Optional training, mentoring and QA packages

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## 05 Training, Mentoring & Knowledge Transfer

Voicescape supports clients in building internal capability through structured programmes covering:

- Developer mentoring
- Best-practice coding
- Governance and QA
- Component library and version control
- UAT and deployment support

This approach minimises long-term client dependency for changes to self-built applications, ensuring alignment with procurement's requirement for **sustainable capability**.

## 06 Summary

Voicescape provides a mature, sector-aligned automation proposition that delivers measurable operational benefits while meeting procurement, governance and compliance requirements.

Our modular applications, secure infrastructure, and AI-enhanced capabilities enable housing providers to modernise operations, reduce cost, and improve service delivery, supported by transparent pricing and strong commercial governance.



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