

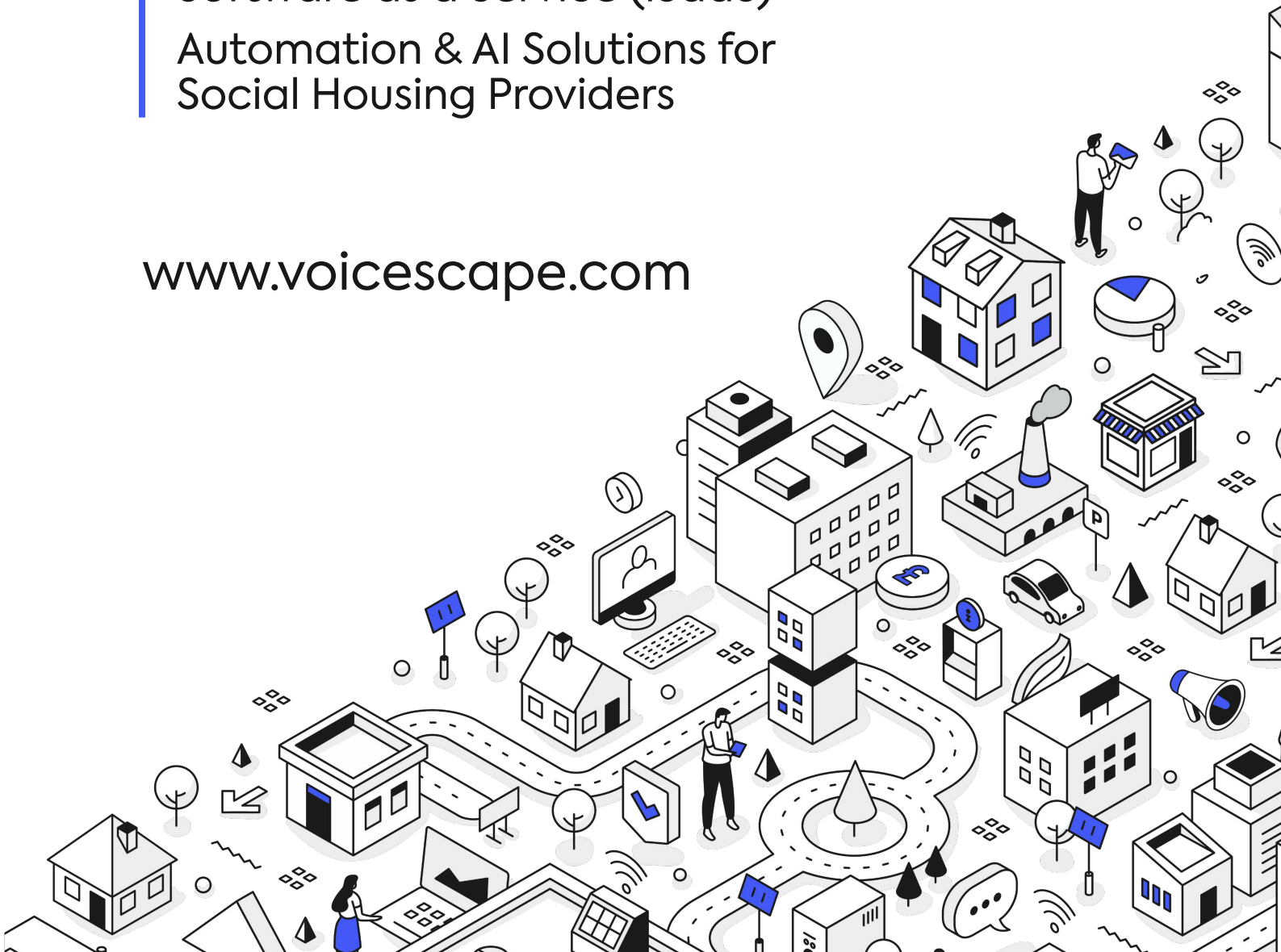


Voicescape G-Cloud 15

Service Definition

Software as a Service (iSaaS) Automation & AI Solutions for Social Housing Providers

www.voicescape.com



Software as a Service (iSaaS) Automation & AI Solutions 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 the capabilities, technical approach, governance model, and commercial structure.

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**.

03 Technical Architecture

Our solutions are built on UiPath, the market leading enterprise automation platform. Clients may choose:

3.1 UiPath Infrastructure linked to UiPath Cloud

- UiPath Automation Developer Licence
- Attended or Unattended Robot Licences
- UiPath Orchestrator (On-Prem or Cloud Managed Service)
- Support Token Package (minimum 25 hours)

3.2 Integration Approach

The solution integrates with:

- Housing Management Systems (MRI, Orchard, Open Housing, NEC etc.)
- Payment providers (allPay, Handepay, GoCardless, PayPoint)
- DWP landlord portal
- Amazon Connect, Cirrus and other omni-channel platforms
- SharePoint and document repositories

All integrations follow **least-privilege access, audit logging, and secure credential management**.

04 Commercial Model

We provide transparent, predictable pricing aligned to procurement expectations.

4.1 Cost Structure

- **Annual recurring fees** for UiPath Licences
- **One-off implementation fees** for setup and configuration of bespoke applications
- **Support tokens** for ongoing development and QA
- **Volume-based pricing** for selected applications (e.g., DDs, UCV Lite, DU pages)

4.2 Contract Terms

- Minimum three-year term for most applications
 - Clear separation of recurring vs non-recurring costs
 - G-Cloud or Standard Contract day rates available for professional services
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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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