

Rostrata – A Provider Framework Management Solution

Service Definition Document

G-Cloud 15

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1. SUMMARY

Rostrata is a cloud-based management system and support service. It is a framework management system, utilised by Local Authority and Healthcare commissioners to set policy, administer, control and report on care planned and delivered in the community or other non-hospital settings, delivered directly via commissioned services, personal health budgets or personal budgets.

2. OVERVIEW: Main Features and Benefits

Service features:

- Secure cloud technology for digital social and health care delivery.
- 100% (granular) visibility of care delivered versus the support plan.
- Comprehensive financial and operational reporting suite (Microsoft PowerBI/ Copilot).
- Bespoke complex care rostering/ reporting for high value care packages.
- Automated export capability for care provider payroll and invoicing.
- Desktop and mobile working capability, with GPS tracking functionality.
- Secure, featuring password, two factor authentication and fingerprint logon security.
- Weekly roster templates with drag and drop rostering functionality.
- Email notification and SMS messaging functionality.
- Digital management of social, health and combined care packages.
- Data centred on individual NHS number/ employee NI Number.
- Housing with Care capability (to support multiple individuals in one property).



Service benefits:

- Enables calculation and recovery of 100% of unspent health and care budget, driving up to 15% direct efficiency.
- Common system/ platform enables true 'open book' working with framework care providers.
- Optimises use of care resource through dynamic rostering.
- Desktop audit of care packages, without recourse to bank statements, excel or any other paper or manual process or resource.
- Significant care provider saving in management time, up to 45% during market pilot.
- Enables accurate care budget forecasting, for both the provider and commissioner.
- Ensures care delivery in line with support plan, measuring variance and enabling real time control over expenditure.
- Supports safeguarding by managing/ supporting support plan utilisation.
- Drives cashable and non-cashable efficiency, in commissioner and provider alike.
- In line with government drive toward digital healthcare and DSCR's.
- Invaluable contributor to Digital Social Care Records and Digital Social Care programme.
- All reports are printable and can be exported in PDF format.

3. TECHNICAL INFORMATION

Service Management:

Service desk available, Mon-Fri 9am-5.00pm (excluding public holidays) via: operations@alocura.care and/or 01942 233422

Service Levels:

Availability: 99.95%

Support hours: 9am – 5.00pm excluding public holiday. An out of hours service is available

Rostrata is hosted in the UK on a secure, public cloud and offered as a Self-Serve system via modern browsers. The platform is a multi-tenanted, scalable solution, which has an ongoing



programme of development to keep the solution in line with industry and public sector best practice.

- Online training modules for primary usage.
- Direct support telephone line.
- Online issue logging and tracking system.
- Full monitoring and alert system.
- Online ticketing Support.

Severity definitions:

Severity Description

1. P1 - Service unavailable. (1hr response time)
2. P2 - Service significantly impaired. (2hr response time)
3. P3 - Minor effect on service. (3hr response time)
4. P4 - Minor issues, including cosmetics. (variable response time)

Information Assurance & Security:

The systems are hosted in the UK, with a Disaster Recover platform over 100 miles away from the primary datacentre. Rostrata is compliant with all Cloud security principles and covered by our ISO9001, ISO27001 and Cyber Essentials certification.

The Rostrata Database is hosted in a secure public cloud, which defines that:

- Full backups are done every week.
- Transaction log backups - approx every 10 minutes.
- Differential backup frequency - every 24 hours

Our contract with the cloud provider uses the following settings for Database backup/ storage:

- PITR retention - 7 days
- Weekly long-term retention - 4 Weeks
- Monthly long-term retention - 1 Year



Management information & reporting:

Rostrata features a suite of dashboard-based reporting in an embedded PowerBI solution which helps with the management of the system and the care packages within.

4. ONBOARDING

Demonstrations

Demonstrations are available to interested parties, both in-person and via online meeting solutions such as Skype, Teams or Zoom.

On-boarding / Off-boarding process :

The on-boarding process for commissioners is relatively straightforward as it requires only the set-up of security for the reporting suite and which reports are required, this normally takes 1 to 2 weeks.

The set-up and onboarding process for providers is a little more involved and entirely dependent on the size of the provider and whether the onboarding is 'all at once' or 'in stages'. However, we estimate that the average onboarding time would be 4 to 6 weeks.

Data migration – on request (though most reports are available through the PowerBI dashboard).

Off-boarding – A data extract will be provided to the client for all client-owned data and content.

Training

Simple online training videos for primary activity (on the system). Training documentation meets accessibility standard WCAG 2.1 AA or EN 301 549, additionally training can be held in-person or via online meeting solutions such as Skype, Teams or Zoom.

Ordering and invoicing process

5. TERMINATION TERM

Orders should be placed by emailing sales@alocura.care or by calling 01942 233422 and asking for the Sales department.

Invoices are issued by email.

Six months written notice of any intention to terminate the service, subject to a minimum 12-month contract.