



Digital Inclusion Social Value Measurement



G-Cloud Service Description

Description

Impact Advantage provides an impact measurement platform to its customers that goes beyond SROI analysis to provide long term impact valuation of social, environmental and human impacts currently in use by councils, corporates and the third sector to measure their social programmes.

We specialise in going beyond basic economic cost based analysis that most social value tool use to value indirect and less tangible impacts. This moves beyond a one-size-fits all approach and ensures the measurement is contextual taking into account the context of the activity (beneficiary, location etc.).

Impact Advantage is built on recognised global standards, giving clients confidence that our approach is both credible and proven. We align our methodology with Social Value International's Eight Principles of Social Value, and our product is formally accredited by Social Value International, ensuring consistency with the highest benchmarks in impact measurement.



Most social value tools on the market rely on static, one-size-fits-all proxy frameworks, which are fixed lists of estimated values applied at a national level. We believe this approach is flawed because it:

- ▶ Treats all organisations the same, so stronger performance does not stand out.
- ▶ Focuses on short-term outputs rather than long-term impact.
- ▶ Ignores key contextual factors such as demographics and location.
- ▶ Measures “business as usual” activity rather than the real change created.

Digital Inclusion Social Value Measurement

Impact Advantage have worked with DSIT and UK councils to build a national digital inclusion social value framework. The framework is location and context aware so can be used by any council or organisation in the UK as they take into account local context and data. They are being deployed in a number of councils across the UK to support them with evidence reporting.

Our Impact measurement platform measures digital inclusion across a range of activities such as:

- Providing digital skills
- Enabling Digital Champions
- Providing devices and connectivity
- Volunteering
- And more

They measure impact across different stakeholder groups and outcomes so that you get a impact insights on how you are making real change for citizens.

Service features:

- ▶ Comprehensive measurement of digital inclusion activities.
- ▶ Accredited, evidence-based impact measurement methods.
- ▶ Methodology documents for all Impact Pathways
- ▶ Built-in surveys to capture stories and real-life outcomes.
- ▶ Flexible, tailored assessments that reflect your organisation and activities.
- ▶ Impact dashboards that go beyond a single proxy number.

Service benefits:

- Effortlessly assess and compare Social Value of digital inclusion activities
- Effectively manage digital inclusion programmes and projects
- Access to rich dashboard for impact insights
- Flexible configuration to align with your organization's reporting structures
- Visual tracking of projects and metrics for easy monitoring of progress against targets

Data Backup & Restore, and Business Continuity

See Ts&Cs document

Backups taken daily that are encrypted, secured and held for a minimum of 30 days.

Onboarding and Offboarding support

Specially trained staff available to assist with onboarding and offboarding, including helping get data in at the start of the project and out at the end.

General Implementation plan

A customer success manager will work with you to get you setup and ready to gain value from the platform. Key stages include:

1. Finalisation of contracts/procurement
2. Initial scoping meeting
3. Access to system and internal testing
4. Customer testing
5. Go live

Pricing Overview

£7,500 - £50,000

Service Constraints - maintenance windows and customisation allowed

Services may be temporarily unavailable for scheduled maintenance or for unscheduled emergency maintenance, either by Company or by third-party providers, or because of other causes beyond Company's reasonable control, but Company shall use reasonable efforts to provide advance notice in writing or by e-mail of any scheduled service disruption.

The Thrive solution is very flexible and so a large degree of customisation is available (although this effects costs).

See Ts&Cs document for more details

Service Levels - performance, availability and support hours

Target 99.5% uptime

Email based helpdesk for Customer Administrators and named customer success manager available UK business hours 09:00-17:00 Monday to Friday excluding Bank holidays. Service level target for the email helpdesk is a response within 1 business day.

Ordering and Invoicing

Minimum 12 month subscription paid in advance. Discounts applied for longer contract terms.

After sales support

Email based helpdesk for Customer Administrators and a dedicated Customer Success Manager. The service level target for the email helpdesk is a response within 1 business day.

Technical Requirements

A modern web browser is required to access the platform and an internet connection.