

Beebot AI – Service Definition Document

G-Cloud 15

WHAT DOES BEEBOT PROVIDE?

Beebot AI's Intelligent Automation Platform combines different Components including engaging user interfaces, Conversational AI, Robotic Process Automation (RPA), and AI-driven analytics to configure digital Solutions that enable local authorities and public sector organisations to reduce costs, drive scalability, enhance user experiences and help customers to deliver improved outcomes to citizens and users. A list of Solutions is detailed in the Solutions section of this document.

KEY COMPONENTS OF OUR PLATFORM INCLUDE:

A full list of all available platform components is provided within the Pricing Document.

1. Progressive Web Application (PWA)

A Progressive Web Application (PWA) is a modern web-based application that delivers an app-like experience across devices without the need for app store downloads. Beebot AI solutions are delivered as PWAs, enabling access via supported web browsers, responsive performance, simplified deployment, and reduced maintenance.

2. Artificial Intelligence

Artificial Intelligence (AI) involves the creation of intelligent algorithms capable of performing tasks that typically require human intelligence. Beebot AI leverages AI to automate decision-making processes, enhance data analysis, and provide predictive insights, improving efficiency, consistency, and accuracy. Examples include conversational AI and generative AI which enables automated, natural-language responses to user queries. Within this service, the AI operates exclusively on a gated and trusted knowledge base provided and controlled by the authority and is not trained on open internet or external data sources.

3. Robotic Process Automation

Robotic Process Automation (RPA) uses software robots to automate repetitive and rule-based tasks. Beebot AI incorporates RPA to streamline workflows, reduce manual effort and errors, and increase productivity.

4. Flexible Integrations

Beebot AI provides robust integration capabilities through open APIs that enable the seamless push and pull of data between council systems and external applications, supporting interoperability and real-time synchronisation to enable organisations to implement a best of breed approach in respect of their digital estate.

5. User Interface Kit (UI)

User Interfaces are the access points through which users interact with Beebot AI solutions. Beebot AI designs intuitive, accessible, and user-friendly interfaces to improve engagement and usability.

6. Intelligent Analytics

Beebot AI utilises analytics to interpret and transform data into actionable insights, supporting trend analysis, performance monitoring, and evidence-based decision-making.

7. Integrated Booking Engine

Beebot AI provides integrated booking engine that simplifies the searching and booking of local events, activities, services, rooms, desks and appointments. A wizard style agent provides an intuitive user experience to enable a seamless journey from searching to booking confirmation. The agent provides real-time communication to make it easier for citizens to access events and rooms. The engine includes the facility for partners to securely manage their own offer, thus reducing administration burden on the Council.

8. Digital Pathways

Digital Pathways are AI-powered content journeys built to guide users through life's most complex or sensitive scenarios - such as cost-of-living pressures, mental health, pregnancy, or family changes. Whether triggered by self-enrolment or professional referral, the platform delivers helpful, trusted information step-by-step. It empowers residents to self-serve and reduces wait times for professional support. Councils benefit from the ability to create bespoke pathways, track engagement, and intervene early using real-time insights. With integration into wider service platforms, this tool enhances support at scale - without increasing pressure on staff or services.

9. Self-Service & Automation

Automate routine tasks such as form submissions, service requests, and eligibility checks, reducing administrative burdens for councils and enabling families to self-serve where possible.

10. Automated Updates & Proactive Notifications

Deliver personalised support through proactive campaigns and notifications via email, SMS and/or in-app notifications, ensuring families stay informed about key milestones, appointments, and services. Real-time notifications and updates keep users informed about essential events, appointments, and service changes, ensuring they never miss important information. The solution enables targeted notifications which are contextual to a users' need or interest.

11. NHS Integration

The Beebot platform integrates directly into NHS branded videos, HTML pages and various NHS Widgets, providing councils with easy access to clinically approved tools and resources that support early intervention and enhance the

citizen experience. The API is updated on a weekly basis to ensure the latest NHS information is being pulled into the platform.

12. Live Chat

The solution includes an intuitive 'Live Chat' tool that enables professionals and members of the public to converse electronically, via a fully audited chat tool.

13. Beebot Agent

The Beebot agent provides a natural-language interface that enables residents and staff to access information, complete tasks, and receive guided support. The agent delivers consistent responses, supports self-service, and can initiate workflows or escalate to human support where required. The agent operates within defined governance controls and uses approved content and configurations set by the organisation.

14. Automated workflows

Automated workflows enable authorised users to design and manage rule-based processes using low-code configuration tools. Workflows can route enquiries, trigger actions, apply business logic, and automate triage based on criteria such as service type, complexity, risk, or user input. This reduces manual effort, improves consistency, and supports timely, auditable decision-making.

BEEBOT SOLUTIONS

The following section outlines the current digital Solutions available to address various local authority's challenges. Additional local authority requirements can be addressed through the configuration of the Beebot Platform Components to create new Solutions.

1. Digital Front Door Solution

The Digital Front Door provides a single, consistent point of access for residents to find information, advice, guidance, and support. Examples of digital front door solution include Family Hubs, Children's Services, and Adult Services. The platform consolidates national and local content, services, and resources into one accessible, device-agnostic experience, enabling residents to self-serve and be guided to the right support 24/7, 365 days a year.

The solution integrates with existing council websites, systems, and partner services, improving accessibility, reducing avoidable contact, and supporting earlier intervention through a coordinated and user-centred approach to service delivery.

2. SENDIASS Digital Service

Provides an accessible digital front door channel for impartial SEND information, advice, and support, supporting statutory compliance and service insight for statutory IASS services.

3. Directories

Whether it is the Family Information Service (FIS), SEND Local Offer or Adult Social Care, our Directory solution eliminates the need to search across multiple platforms. Through intelligent automation and smart search capabilities, residents can find the right support faster, while councils and providers can ensure their services are visible and up to date. It reduces fragmentation by consolidating national, local, and third-party services into one easy-to-navigate portal. The result is increased engagement, improved outcomes, and significant savings in both time and operational cost.

4. Demand Management System

The Demand Management System provides councils with a unified view of demand across specified service channels by integrating data from multiple systems into real-time dashboards and reports. It enables organisations to identify trends, manage risk, intelligent triage and routing alongside human approval, reduce avoidable contact, and use predictive indicators to support early intervention, resource planning, and improved outcomes for residents.

5. Care Leavers App

A secure digital application supporting care-experienced young people to access information, entitlements, and services, with personalised content, automated prompts, and engagement insight.

6. Holiday Activities and Food (HAF) Programme

Coordinating the Holiday Activities and Food (HAF) Programme across multiple locations can be complex. Beebot AI's digital solution simplifies the process by enabling families to quickly find nearby activities and meal locations, register for events, and receive important updates in real time. Our platform also facilitates communication between programme organisers, volunteers, and participants, ensuring smooth logistics and maximising the impact of the HAF programme for both families and service providers.

7. NEET (Not in Education, Employment or Training) App

The NEET App provides a digital platform to support the engagement of young people who are not in education, employment, or training. The service enables access to local support, opportunities, and guidance while capturing engagement data to support targeted intervention and performance monitoring.

8. Integrated Events and Room Booking System

An integrated booking engine that simplifies the searching and booking of local event, activities, services, rooms, desks and appointments, controlled via role-based access control. A wizard style agent provides an intuitive user experience to enable a seamless journey from searching to booking confirmation. The agent provides real-time communication to make it easier for citizens to access events and rooms. The engine includes the facility for partners to securely manage their own offer, thus reducing administration burden on the Council.

9. Professionals Hub

The Professionals Hub is a secure, gated and access-controlled area within the platform that has been developed to provide useful links, resources, compliance documentation, and training materials to support multi-agency professionals with the delivery of services to Local Authority Citizens. The solution is available as a stand-alone solution, or as an add-on to an existing solution, and as such, is priced differently due to the reduced component requirement when adding to an already existing solution.

10. Youth App

A digital platform enabling young people to access information on local services, activities, and opportunities, supporting participation and insight into youth demand.

11. Supplier Management System

An AI driven solution which reads and manages the due diligence and compliance checks of the various documents involved in the service provider monitoring/QA process to minimise time consuming, repetitive, manual commissioning staff tasks in order to increase levels of service provider compliance. The tool includes the ability to create automated due diligence process workflows – a capability to dramatically reduce processing effort and costs for all internal and external stakeholders.

12. My Support Map

My support map is designed for families, professionals and council officers to map all community support services and events into one data structure to be presented as a localised map to find services contextual to age. The platform also enables automations based on age, activities, events, development cycle and support information.

13. Inventory (Stock) Management System

The Inventory Management System provides a digital solution for managing assets, equipment and resources across services. The system supports real-time inventory tracking, allocation, and reporting, enabling improved governance, reduced waste, and better utilisation of public sector assets.

SERVICES AND SUPPORT

Onboarding support

Through the application of a “workbook” approach Beebot AI prioritises rapid deployment and swift execution, minimising downtime and driving instant improvements for our customers. Our delivery approach speeds up the journey to realising customer benefits, ensuring quick value from your investment and maintaining a competitive edge in the fast-paced market.

Co-production

Our public sector solutions are developed in collaboration with families, residents, council members and professionals, adhering to best practices in digital service design. Through interactive sessions with stakeholders, we capture essential insights to create solutions that address comprehensive needs and enhance user experience.

On-going support

We operate a 24 x 7 digital support channel with access to phone support during office hours for any advice requests and extended 24-hour phone support in the event of any Priority 1 system issues.

Hyper Care Support

Hypercare is a tiered after-sale support service option designed to supplement a client's own support team through the provision of a range of support package options, Bronze, Silver and Gold. Often used in the period immediately after a solution implementation, or to "out-source" a degree of internal support, Hypercare assists a client's own teams to ensure a successful initial launch and/or through knowledge gain acquire an increased experience in self-serving their platform solution environments. The following table explains the service levels of the different service packages

Included Support Tasks	Gold (24-hrs/mth)	Silver (16-hrs/mth)	Bronze (8-hrs/mth)
Small scale task changes (min 1hr) E.g.: correcting spelling or grammar; fixing a broken link or changing a picture	Yes	Yes	Yes
Medium scale task changes (min 3hrs) E.g.: adding events or components; adding a module or a new section of text to a page	Yes	Yes	No
Large scale task changes (min 6hrs) E.g.: Adding new page builds to an existing application.	Yes	No	No
Consultative system and process support	Yes	Yes	No

The following tasks shall not be included within the Hypercare packages and shall be subject to a change request that shall be scoped and priced based upon Beebot's published Resource rate card above:

- The provision of major changes to an existing workflow or process
- The creation of new Intelligent automations e.g., new processes; additional workflows etc., major content additions requiring system schema changes.
- The creation of web pages for a new application
- The creation of new features/ solutions.

Service Levels

Beebot AI have a targeted uptime commitment of 99.5%, excluding allowed

maintenance windows. Any planned maintenance that may affect service delivery is carried out outside of normal business hours.

Beebot AI also operates a fully documented BCDR plan to ensure continuity of service with target Recovery Point Objective of <15-mins and Recovery Time Objective of <8-hours in the unlikely event of a serious system failure.

Exit Services

The return of relevant customer data is provided via a secure SFTP link, utilising MFA and encryption for standard configurations Broader Exit Services can be included within the contractual agreement.

TECHNICAL AND SECURITY

Service technical requirements

Through the use of Progressive Web Application technology, the only technical requirement is that user's endpoint devices utilise a currently supported web browser.

Hosting locations

The Platform is hosted in Microsoft Azure UK based data centres to assure compliance with UK GDPR.

Security Assurance

Beebot AI operates an ISO27001:2022 compliant Information Security Management System (ISMS) and is also CSA STAR Level 1 and Cyber Essentials Plus certified.