



Envelope

Apprenticeship Levy &
Early Careers Management

G-Cloud 14 Service Definition
ePACT Ltd. | Commercial in Confidence

Service Overview

Envelope is a comprehensive, cloud-native platform designed to optimise the management of apprenticeship levies and early careers programmes. It provides employers with a unified system to forecast levy spend, reconcile DfE payments, and manage provider performance in real-time.

By automating complex financial calculations and streamlining stakeholder communication, Envelope enables organisations to maximise their levy utilisation while ensuring full compliance with funding rules.

KEY FUNCTIONAL CAPABILITIES

Levy Finance & Forecasting

Sophisticated 24-month levy expiration tracking with visual dashboards. Includes an automated **DAS Reconciliation Engine** that imports ESFA data to identify payment discrepancies instantly.

Provider Management

Dedicated secure portals for training providers to submit progress reports directly. Validates RAG status, Off-the-Job (OTJ) hours, and progress data at source.

Workflow Automation

Rule-based automation engine with configurable triggers. Automatically send emails or SMS based on record updates, schedules, or compliance alerts.

Analytics & Reporting

Six specialised analytics modules including Financial Dashboards, Cohort Analysis, and Success Trackers to monitor retention rates and provider performance.

TECHNICAL FEATURES

Envelope is built on a robust, scalable architecture designed for enterprise needs.

- **Drag-and-Drop Form Builder:** Create bespoke data capture forms with 15+ question types and conditional logic.
- **Survey Campaigns:** Schedule automated surveys to apprentices and employers to measure impact and satisfaction.
- **Levy Transfer Management:** End-to-end management of transfers for non-levy employers, including payment schedules.
- **API-First Design:** Comprehensive REST API for seamless integration with HR, Payroll, and LMS systems.

Onboarding & Implementation

We provide a structured, managed onboarding process to ensure a smooth transition from legacy systems or spreadsheets.

Phase	Description
1. Discovery	Consultative workshops to map your levy structure, employer units, and reporting requirements.
2. Configuration	Setup of custom fields, branding, workflow automations, and RBAC permissions to match your governance model.
3. Data Migration	Full import of historical DAS data and apprentice records. We handle data cleansing and mapping validation.
4. Training	Role-specific training sessions for Admins, Managers, and Providers. Comprehensive digital user guides provided.

SECURITY & COMPLIANCE

Security is paramount. Envelope is hosted in the **AWS London Region** ensuring all data remains sovereign to the UK.

Certifications

We are **ISO 27001** aligned and hold **Cyber Essentials Plus** certification. All staff are vetted to BPSS standards.

Data Protection

Full GDPR compliance with encrypted storage (AWS KMS) and secure transmission (TLS 1.2+). Granular audit trails log every action.

SERVICE LEVELS & SUPPORT

We guarantee **99.9% availability** during business hours. Support is accessible via our integrated ticketing system, email, and telephone.

- **Standard Support:** Mon-Fri, 09:00 - 17:00 (UK Business Hours).
- **Priority Response:** Critical issues responded to within 1 hour.
- **Public Status Page:** Real-time uptime monitoring available via UptimeRobot.