

RM1557.15 G-CLOUD 15

Service Definition

OneAdvanced's Care Business Management

OneAdvanced Limited

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1. Overview

A complete Care Business Management solution that easily carries out the complexities of running a care and support organisation of scale with a simple, easy to use interface. Care Business Management is a solution that understands the intricacies of running a care organisation providing immediate access to everything that everyone needs for all roles across all locations.

2. Software Modules

The following modules are standard with Care Business Management.

2.1. Functionality and Parameters

Module Name	Functionality	Parameter
Care Core	The base of the system is the core platform capability that is the foundation / enabler for the other Care modules within the Care Business Management overall offering. Care Core cannot be purchased in isolation and is always bundled with one or more of the modules listed below	Included
Care Rostering	Providing the ability to roster staff and clients in a variety of settings including Residential, Domiciliary and Supported living. The ability to schedule regular staff and client care in a reusable format that reduces the need to re-create rota's manually week after week. Changes can be made quickly, reacting to sickness, absence, holidays, and downtime. For ad-hoc changes, reablement and other changeable service settings, the graphical nature of the UI enables easy updates with speedy user-friendly planning tools. The rostering of all types of activity is supported including, but not limited, to shifts, care visits and non-care activities (sickness, holiday, training, meetings etc). A single activity/booking can be for one or many staff and/or one to many clients. Where Payroll and/or Invoicing are in use, the rostering functionality shows costs/charges and is used by these processes. An accompanying mobile app enables "check-in/out"	Additional Purchase

	functionality and actual attendance data is captured robustly.	
Care Management	Care Management enables enhanced person-centred care for clients of all care types across multiple locations. From initial onboarding through to the delivery of safe and effective care. Care Management provides an extensive library of capabilities to support the organisation in Person based Assessment, Care Planning and Review activities. A Forms building toolkit enables the organisation to define their own Assessment and Care Planning tools. This toolkit includes: The ability to define a set of questions, of different data types and their arrangement into sections within a structured data entry form (accessible from either the Mobile App or main Application). The ability to define rules for automated scoring, pre-population of fields, conditional logic (e.g. hide a field/section if it becomes irrelevant) A pre-built set of templates for commonly used Assessment tools (e.g. Waterlow Assessment). Structured Care Planning functionality enables the User to quickly record a Need along with its accompanying desired outcomes and instructions for staff. This includes a Care Plan Review scheduling capability. Care Preferences and preferences around the Staff assigned to deliver care are captured and feed into the Rostering functionality (i.e. when the system is finding suitably matched staff for a booking) along with any identified Care Tasks that must be carried out. Outcomes Progress can be tracked over time against the Care Plan to monitor progress against goals.	Additional Purchase

	All the above features maintain a complete history and are fully audited.	
Care Invoicing	Care Invoicing has the ability and understanding of the complexities to invoice flexibly across a diverse range of care settings including community (domiciliary), in service (residential, supported living) and block invoicing. Care Business Management provides a view of what will be/has been invoiced, and a forward view of anticipated income based on the clients and services which are active in the system. Income processing, once setup with rules that map to those of the Organisation and it's funders, can be largely automated with suitable checks. Changes to charging rates can be made in bulk or individually and any retrospective changes to rates or corrections to information about care delivered can be handled within the invoice process automatically and accurately. Helpful charts, graphs, and widgets provide a variety of financial information either across the group, regionally or at service level. Invoicing can run automatically using scheduled jobs, manually as required or a combination of both. Once invoicing is processed in the system these can be printed, emailed and/or exported (in a variety of configurable formats) such as flat file or via integration to 3rd party finance systems. Open API's are available to support such integration. Expenses, sundries and client recharge are fully supported.	Additional Purchase
Care Payroll*	The ability to pay across a wide range of care settings including care delivered in the community (domiciliary), in service (residential, supported living) for salaried, contracted and hourly employees. Care Business Management provides a view of payroll costs, what has been paid, and a forward view of anticipated payroll costs based on employee rotas which are active in the system.	Additional Purchase

*Cannot be bought in isolation. This module requires Care Rostering to also be purchased.	A flexible set of payment rates can be configured to automatically account for differences based on, for example, the time of day, type of service, location of care, role of worker, bank holidays and other criteria. Helpful charts, graphs, and widgets provide a variety of payroll information either across the group, regionally or at service level. Payroll can run automatically using scheduled jobs, manually as required, or a combination of both. Once payroll is processed in the system gross payslips can be printed, emailed and/or exported via flat file or integration to 3rd party payroll systems for tax and NI processing. Open APIs are available to support such integrations. Expenses, mileage, travel re-imbursements, National Minimum Wage top-ups, bank holiday rules and holiday pay are fully supported.	
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2.2. Excluded / Out of Scope

- Integrations
- Professional Services
- Hardware
- Bespoke Development Days
- Cloud Migration
- Project Management
- Additional Environments E.G. Training, UAT

3. Optional Modules

Customers may purchase the following optional modules for additional fees.

- Integrations (API Access & Professional Services)
- Core Toolkit
- 3rd Party Integration (Pre-built by OneAdvanced)
- OneAdvanced AI

4. Third Party Software

Applicable terms and conditions for Third-Party Products relating to a Software or Service are located: [here](#).

5. Pre-requisites

The application is delivered through a web browser and has been developed for use with PCs and laptops and in addition can be run on a mobile device using a web browser as per the specifications below.

User PC

The following table lists the recommended specifications for users' PCs:

Specification	Recommended
Operating systems	- Windows 10 (Microsoft will end support for Windows 10 in October 2025) - Windows 11
Internet browser	- For Windows 10 / 11 operating system: - Google Chrome - Microsoft Edge - Mozilla Firefox
Display Resolution	1280 x 768+ 1600 x 1200 if a screen magnification accessibility tool is used. 1920 x 1080
Microsoft Office	- If using the Microsoft Word add-in and/or to open outputs from the product: - Office 2016 (Microsoft will end support for Office 2016 in October 2025) - Office 2019 (Microsoft will end support for Office 2019 in October 2025) - Office 365

The following table lists the requirements for Care Business Management users that use the Microsoft Word add-in to create or modify document templates:

Requirement	Minimum Version
Microsoft .NET Framework	4.7.2

User Tablet (with internet browser not an app)

The following table lists the recommended specifications for users' Tablets:

Specification	Recommended
Operating systems	• iOS v15+ • Android v13+
Internet browser	• Apple Safari (iOS) • Samsung Internet (Android) • Google Chrome (Android)
Screen Size	• 10" or larger
Microsoft Office	• Office 2016 • Office 2019

TLS Protocol

Users must use web browsers and operating systems which support version 1.2 or higher of the TLS protocol.

Network and Bandwidth requirements

The product has been tested in a controlled environment against a variety of bandwidth connections. Based upon this controlled testing we can demonstrate that the product works with a minimum network link that has speeds of 0.5Mbps Upload and 2Mbps Download.

Our recommendation however would be to have an network link that has speeds of 2Mbps Upload and 5Mbps download. Whilst link speeds slower than this will work, the response times of the system will be degraded, and system performance overall will not be optimum.

	Upload Speed	Download Speed
Minimum	0.5 Mbps	2 Mbps
Recommended	2 Mbps	5 Mbps
Optimum	10 Mbps	10 Mbps

These figures are a guideline only as system performance is also dependent upon several other factors outside the control of the software e.g. large files transfers, local

LAN traffic / network profiles, network traffic and user activities that impact on network usage.

Firewalls and Networking

You should set the following port settings:

Name	Care Cloud
Service	Web Application
Port	443
URL	https://*.advancedcarecloud.com
Customer Type	All Customers

6. Service Platform

Hosted solutions or software as a service solutions are provided in accordance with the [Service Platform Overview](#).

7. Security

Hosted solutions or software as a service solutions are provided in accordance with the relevant technical and organisational [Security Measures](#).

8. Support

Support services are provided in accordance with the relevant [Support Terms and Conditions](#) for the Customer Care Package as contracted.

We understand and recognise the mission critical nature our products play in your organisation. We are dedicated to transforming the service delivery experience you receive from us that prioritises your long-term success, at every stage of your journey with us.

8.1. Customer Care Packages

To support your growth, we've created three customer care packages, each designed to give you the right tools and services for where you are on your journey.

Offering	Essentials	Enhanced	Elite
Multi-channel Technical Support	Support Portal	+ Phone	+ Phone
Software Downloads, Updates, & Maintenance	✓	✓	✓
Case Management	✓	✓	✓
Support Portal, Knowledge base & Community	✓	✓	✓
Escalation Management	✓	✓	✓
Severity Level 1 Target Response Time	2 hours ¹	1 hour	30 mins
Severity Level 2 Target Response Time	4 hours	4 hours	4 hours
Severity Level 3 Target Response Time	8.5 hours	8.5 hours	8.5 hours
Severity Level 4 Target Response Time	25.5 hours	25.5 hours	25.5 hours
24/7 Customer Service Centre Access	✓	✓	✓

¹ for product specific variations, please refer to our [Customer Support Handbook](#), the response times stated are subject to sector specific variations e.g., Healthcare

Offering	Essentials	Enhanced	Elite
Case Support	Digital Engagement	+ Support Agents	+ Priority Routing
Case Reporting	Self-Serve Dashboard	+ Twice Yearly Reports	+ Technical Success Manager
Service Centre Users	3	5	10
Service Desk Hours Mon-Fri excluding Bank hols ²	09:00 - 17:00	09:00 – 17:30	08:00 – 18:00
In Product Support Tools Where Applicable	✓	✓	✓
FAQs	✓	✓	✓

² for product specific variations, please refer to our [Customer Support Handbook](#), the times stated are subject to sector specific variations e.g., Healthcare

9. Platform and Security

We power the world of work through our sector-focused software, bringing together mission critical **workflows** and a unified **user experience** that connect your organisation.

All underpinned by our **Delivery Platform** - offering scalability, security and connectedness by providing shared services such as cyber security, data analytics and AI innovation.

USER EXPERIENCE

A common user experience and persona-based analytics, reporting and dashboards means ease of adoption across your organisation.

WORKFLOW APPLICATIONS

Connected, sector specific, workflows mean you'll have a smarter data driven user experience with user specific tools.

DELIVERY PLATFORM

Secure and scalable services for real connectedness. Cloud services for cyber security, user governance, API and integration management, a data layer and ethical AI and Machine Learning.

PLATFORM TECHNOLOGY – SYSTEMIC DELIVERY

Our platform is built for scalability, security and connectedness: with key components designed to enrich our Sector Portfolios. The platform embeds critical components, such as identity & access management, a common user-experience and API management into our Sector Portfolios with a systemic “build once, deploy many times” methodology.



SECURITY

System security by design with strict policy enforcement through automation.
Integrated & proactive threat monitoring and intelligence.



Fully encrypted end-to-end environment



Protect data at a **user, department or organisational level**



Customisable, including whether you want your chats remembered or not



Private Spaces enable you to share and collaborate around role, team or organisational data in a **private and secure environment**



Manage and control usage – seamless access across OneAdvanced Portfolios



Single sign on – providing security and convenience for the end user accessing all OneAdvanced solutions



OneAdvanced Platform controls usage

OneAdvanced meets the requirements for the following accreditations:

- **ISO 27001:** The international standard for information security.
- **Cyber essentials plus:** The highest level of certification offered under the Cyber Essentials scheme.
- **ISO 42001:** The international standard for establishing an Artificial Intelligence Management System (AIMS), providing a framework for organizations to develop, use, and maintain AI responsibly, addressing risks, ethics, transparency, and compliance.

SAFE. TRUSTED. SECURE

Our platform drives scalability, security, and seamless connectivity, serving as the foundation for our software. It unifies workflows across your organisation, ensuring the tasks you need are completed efficiently. Now enhanced with next-generation AI capabilities, it enables independent, adaptive problem-solving to tackle challenges with precision.

INTRODUCING THE ONEADVANCED TRUST CENTRE



Trust Centre

At OneAdvanced we understand that trust isn't given; it's earned. That's why we're launching our Trust Centre, a centralised online resource designed to make it easier for

businesses to partner with us confidently. We've built this platform with your needs in mind, ensuring transparency, reliability, and clarity in every aspect of what we do. UK businesses are grappling with significant data and AI challenges. With 71% of organisations reporting data breaches and 63% targeted by cyber-attacks, the demand for stronger protection measures has never been more urgent. Furthermore, 60% of businesses now view AI as a high or critical risk, with data security standing as a key concern.

The Trust Centre is our solution to tackling these challenges head-on. Designed to provide a secure, transparent framework, it helps businesses effectively manage risks related to data and AI.

Our mission is clear: to Power Your World of Work. The Trust Centre marks a vital step forward in that journey - offering you fast, reliable access to the information you need to evaluate OneAdvanced with confidence.

WHY TRUST MATTERS MORE THAN EVER

Trust is a critical currency in today's fast-paced, digital-first business environment. From customers to partners, businesses expect their suppliers to demonstrate accountability and provide transparency on how they manage data, ensure compliance, and maintain robust security measures.

Achieving data protection and AI compliance can be a daunting task, requiring significant time, resources, and budget. In fact, nearly a quarter of UK businesses cite budget constraints as their biggest security hurdle. To address this challenge, we've made a substantial investment in cutting-edge tools, streamlined processes, and dedicated resources, so you can focus on what matters most – your business – without shouldering the burden of costly compliance alone.

With the launch of the OneAdvanced Trust Centre, we're delivering a comprehensive solution to address your questions, streamline information access, and ensure you stay informed with the latest updates.

A COMMITMENT TO EARNING YOUR TRUST EVERY DAY

At OneAdvanced we believe trust is not a one-time achievement but an ongoing responsibility. We'll be continuously updating the Trust Centre to include the latest certifications, evolving industry standards, and fresh resources, ensuring you're always equipped with the most relevant and accurate information.

Our goal is to empower your organisation to make informed decisions and innovate with confidence, knowing that OneAdvanced is a reliable partner committed to your success.

Please see OneAdvanced's [Trust Centre](#) for more details.

9.1. OneAdvanced AI



Introducing **OneAdvanced AI** - a private, secure AI service for role, organisation and sector specific work in UK organisations. OneAdvanced AI is designed to support customers who are looking to adopt AI but have privacy concerns and skill/knowledge limitations around AI.



UK hosted AI Service ensures that your data stays on UK soil, ensuring compliance with local regulations



Business-grade, **customisable, privacy controls** allow you to set permissions by user, function or organisational level



Secure AI for business. Built to give companies confidence in AI adoption without compromising security

Features include:

- UK-hosted, private, AI service
- Identity management controlled by the organisation
- Unified user experience (WCAG 2.2 AA compliant)
- Privacy controls set by user
- Secure personal environment for file upload and storage
- Reasoning AI to show logic process of conclusions, analysis and answers

We're redefining AI for business - **safely, securely**, and with real results.



Protect your data: Our UK-based hosting ensures that your data remains in the UK, under your control and in compliance with local regulations.



Work privately: Our private spaces allow you to upload files to a secure environment. Bringing the power of AI to your documents without compromising on security.



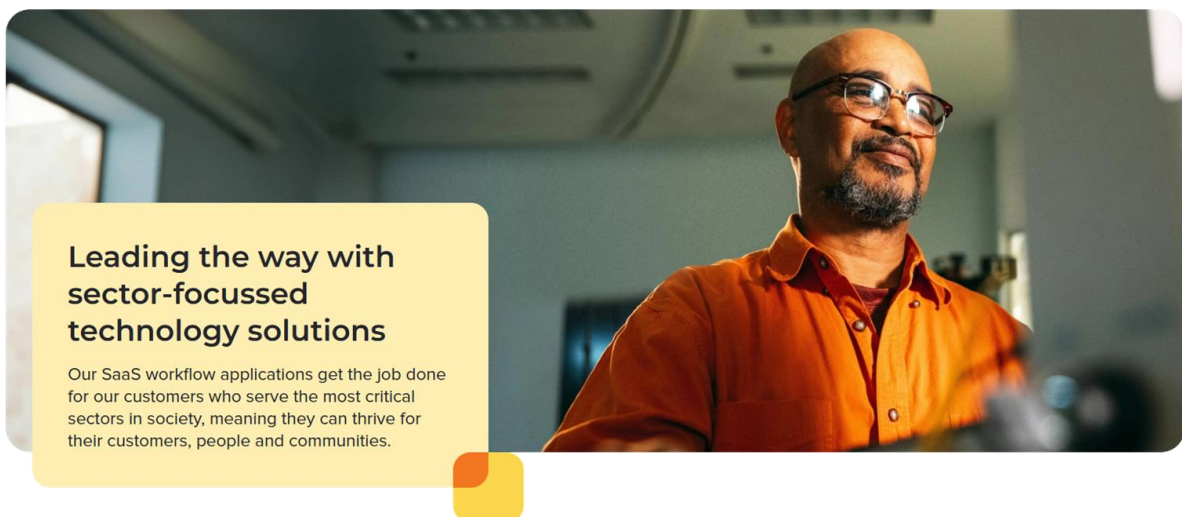
Enhance productivity: Our Retrieval-Augmented Generation technology combines data sources to enhance work, making it easier to complete tasks and achieve goals.

Explore how we uphold the principles of Responsible and Transparent AI [here](#).

10. Introducing OneAdvanced

OneAdvanced is the UK's third largest provider of business software and services with a £330m turnover, 10,000 customers and 1,800 employees. We provide enterprise and market-focused solutions that allow our customers to reimagine what is possible, innovate in their sectors and improve the lives of millions of people in the UK.

OneAdvanced solutions help to care for 65 million patients in the UK, send 10 million sports fans through the turnstiles, manage over £1 billion in charity donations, support 2.5 million students and get over 1.2 billion passengers to their destinations on time. By continually investing in our people, partnerships, and technologies, we provide right-first-time solutions that evolve with the changing needs of our customers and the markets they operate in.



We are more than just a software company. We **power the world of work** for our customers. Read more about us including information surrounding our culture and values [here](#).

ESG

Our Bettering Society ethos is at the heart of the way we do business. We are committed to leveraging our solutions to provide a brighter future for everyone, improving our societal impact and engagement. We achieve this across the four pillars of our ESG Strategy.

Our purpose is clear: to create a fairer, more inclusive society through the power of our people and our software by 2030. At the heart of this is our Bettering Society ethos - our guiding principle that shapes everything we do.

- **Better for the Planet** – by working with communities to reduce inequalities and empower more people to make climate-conscious choices.

- **Better for our People** – by breaking down barriers to career opportunities and creating pathways for meaningful, inclusive growth.
- **Better Technology** – by delivering solutions that drive positive outcomes for our customers, their people, and the wider communities they serve.
- **Better Business** – by upholding ethical, responsible, and compliant practices that reduce inequality and promote long-term trust.

Our ambition is to embed sustainability and integrity into every aspect of our business. We are investing in transformative technologies and strategic partnerships that accelerate our impact, while maintaining accountability through transparent reporting and meaningful stakeholder engagement.

Discover how OneAdvanced AI delivers trusted, UK-hosted AI solutions with a focus on sustainability, fairness, and accessibility through our [AI ESG Statement](#).

OneAdvanced has also made a commitment to transparency and accountability, publishing an annual Societal Report that outlines its progress towards its ESG goals. Please see [OneAdvanced 2024 Societal Report](#).

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A full list of its trading subsidiaries is available at www.oneadvanced.com/privacy-policy/

Powering the world of work

Our business software is the trusted choice for critical sectors, including healthcare, legal services, and education. We keep the world of work moving.

Speak to our expert consultants for personalised advice & recommendations, & get support on the products you are interested in.

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