

Needs Assessment

G-Cloud 15 Service Definition

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1 Introduction

Agilisys is a leading innovator in AI-enabled Software-as-a-Service (SaaS) solutions for the UK public sector. With over two decades of experience supporting local authorities, central government, healthcare, and emergency services, Agilisys leverages advanced artificial intelligence and cloud technologies to deliver transformative outcomes across a wide range of services.

Our commitment to continuous innovation empowers public sector organisations to modernise operations, enhance service delivery, and meet evolving regulatory and operational challenges. By combining deep domain expertise with cutting-edge digital platforms, Agilisys enables clients to unlock new efficiencies, improve citizen experiences, and build resilient, future-ready organisations.

2 Who this Service is For?

This managed cloud service is designed for UK public sector organisations, including local authorities, adult social care teams, and multi-agency professionals who require reliable, compliant, and efficient assessment drafting. It is ideal for organisations seeking to improve statutory performance, enhance citizen experiences, and build long-term capacity across social care services, especially those operating with complex legacy systems and demanding compliance standards.

3 Needs Assessment - an overview

The Agilisys Needs Assessment Tool provides a fully managed, cloud-based solution for the end-to-end drafting of assessments. It leverages advanced AI to automate the recording, transcription, and summarisation of in-person conversations, while maintaining full human oversight and editorial control. The tool is configured to each organisation's templates and local practice, ensuring statutory compliance, consistency, and auditability.

Key benefits include measurable improvements in timeliness, assessment quality, workforce sustainability, and significant reductions in administrative workload.

4 Service Description

The Needs Assessment service is a robust, cloud-based drafting engine that automates and streamlines the most time-consuming aspects of assessment report production. The tool records and transcribes conversations, summarises key needs and risks with precision, and enables consistent assessments across teams. Customisable to council workflows and templates, it works with or without internet connection and supports secure, GDPR-compliant data handling. Built-in guidance prompts, audit trails, and citation features reinforce accuracy and transparency, allowing practitioners to trace every section of the assessment back to its original source. Needs Assessment:

- Summarises key needs and risks with precision
- Enables consistent assessments across teams
- Customisable to council workflows and templates
- Works with or without Internet connection
- Supports robust security and GDPR compliance
- Built for social care professionals, by social care professionals



4.1 Efficiency

Efficiency and timeliness are central to the tool. By automating the recording, transcription, and drafting process, the tool reduces the time required to produce a high-quality assessments from several hours to minutes—saving up to 80% of time per assessment.

This enables social care workers to devote more attention to meaningful engagement with residents, improving both the quality of support and outcomes. Councils using the tool consistently report significant reductions in administrative workload and measurable improvements in statutory performance.

4.2 User Experience

User experience is a key differentiator. The Needs Assessment Tool is designed to be intuitive and accessible for all users, regardless of technical background. Its interface mirrors local templates and workflows, ensuring that staff interact with a system that feels familiar and supportive of established processes.

Comprehensive onboarding, training resources, and ongoing customer success support empower users to adopt the tool quickly and confidently, while maintaining full editorial control over every assessment. The platform's "human-in-the-loop" design ensures that professional judgment and oversight remain central, with AI serving as an assistant rather than a replacement.

- The tool is accessible via a web browser and supports Single Sign-On (SSO) and Multi-Factor Authentication (MFA).
- It is designed to be intuitive for social care workers, regardless of technical experience.
- Full editorial control is retained by plan coordinators; all AI-generated content is editable and subject to human review before finalisation.
- Onboarding and training resources are provided, including live demonstrations, workshops, and ongoing customer support.

4.3 Integration & Data Handling

Integration and data handling capabilities are built to support the complex, multi-agency nature of assessment production.

4.4 Performance & Sustainability

Agilisys is committed to driving continuous improvement and long-term sustainability for social care services. The Needs Assessment Tool delivers measurable enhancements in assessment quality, internal QA ratings, and workforce capacity. By automating repetitive tasks and enabling rapid proficiency for new staff, the tool helps councils build a stable, confident, and self-sufficient workforce.

- The tool is designed to improve assessment quality and consistency, supporting measurable improvements in internal QA ratings.
- Automation of administrative tasks enables staff to focus on co-production, family engagement, and complex cases.
- The system supports increased workforce capacity and reduces reliance on agency staff.



- Usage data and activity summaries are available on request to support continuous improvement and service monitoring.

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5 Onboarding and Offboarding

Agilisys provides a structured onboarding and offboarding process for clients seeking to transition services into or away from our Needs Assessment Service. As a Cloud-based SaaS model we can deploy and scale the service rapidly.

5.1 Onboarding

Our implementation model begins with a three-month Evaluation Licence, providing full system setup, configuration, training, and live customer success support at no additional cost.

During this period, users receive hands-on onboarding and participate in monthly feedback huddles to monitor progress and capture insights. A pre-trial success criteria session, mid-point review, and post-pilot evaluation ensure measurable outcomes, supported by a detailed business case demonstrating time and cost savings.

This approach enables rapid service mobilisation while provide support in making best use of the tool for your team.

5.2 Offboarding

When transitioning out of our service, Agilisys ensures a secure and orderly handover to the client's internal teams. Client data retained within Agilisys systems is securely deleted in accordance with our data governance policies.

Upon request, we provide formal confirmation of data destruction. Our offboarding process is designed to preserve service integrity, maintain compliance, and support a smooth transition with minimal operational impact.

6 Support

Our support, service provides core business hours support (08:00–17:00, Monday to Friday).

- Comprehensive, tailored training, onboarding support, and ongoing customer service.
- Structured onboarding and training programme, supported by dedicated Customer Success Team.
- Ongoing technical support and customer service available Monday–Friday, 9am–5pm (UK time), with best-effort coverage outside these hours.

Additional customisation and implementation support in addition to that provided during onboarding can be obtained through our Professional Services practice, the Rate Card for these services is available in the accompanying Pricing Document.

7 Pricing

Pricing is based on the specific service requirements, service levels, scale and scope of services provided in the accompanying pricing document for this G-Cloud service.



- Transparent, all-inclusive pricing model based on the number of hours or recording processed per year.
- Subscription fee includes configuration, onboarding, training, ongoing support, hosting, maintenance, and upgrades.
- No additional or hidden costs for training, implementation, support, or future system updates.
- Initial three-month Evaluation Licence available at a pro-rata monthly rate, enabling councils to evaluate the tool in a live environment before longer-term commitment.
- Annual subscription tiers aligned to assessment volumes, providing predictable budgeting and value for money.

Please contact info@agilisys.co.uk to obtain a quote for your required services.

8 Compliance and Security

Agilisys embeds robust compliance and security practices across all stages of cloud transformation and management, ensuring public sector organisations meet regulatory obligations while safeguarding critical assets.

Our services are designed in alignment with UK Government and NHS policies, incorporating National Cyber Security Centre (NCSC) guidance and ISO27001, Cyber Essentials Plus, and other relevant certifications.

- GDPR-compliant and certified to ISO 27001, with adherence to the Data Protection Act 2018 and National Cyber Security Centre (NCSC) Cloud Security Principles.
- Data hosted, stored, and processed inside the UK/EU/EEA, encrypted in transit (TLS 1.2+) and at rest (AES-256).
- Strict access controls, including Single Sign-On (SSO), Multi-Factor Authentication (MFA), and Role-Based Access Controls (RBAC).
- Regular data protection and cyber-security training for staff, with a formal incident response plan aligned with NCSC and ISO 27001 standards.
- Full audit trails and accountability throughout the data lifecycle.

Agilisys is certified/compliant with the following standards and schemes for Managed and Professional Services and is a proud signatory of the Armed Forces Covenant:



9 Contact and Next Steps

We welcome the opportunity to support your organisation's cloud transformation journey. For further information, to discuss your specific requirements, or to request a tailored proposal, please contact us at info@agilisys.co.uk.