azeuscare

Response to the G-Cloud 15 Framework Agreement

AzeusCare SaaS – Service Definition

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1 AzeusCare Services Overview

1.1 AzeusCare – a Case Management Application Suite

AzeusCare is a highly flexible person and family-centric, birth-to-grave case management application suite. Designed for use in local authorities, ICBs and third-sector organisations it supports case recording, provisioning, service delivery management and finance management for children's social care, adult social care, non-clinical health and community health services.

The AzeusCare solution is delivered either as an on-premise installation or as a SaaS model.

1.2 AzeusCare as an Information Sharing Hub

AzeusCare has a modular framework enabling multiple service types to access and contribute to a single client/family/group record and for this to be shared appropriately under access control. The complete suite comprises a core application (including an integral Document Management System (DMS)), an online/offline mobile device application and a range of public-facing web portals for clients, their families, service providers and selected professionals.

The system's loosely coupled and compliant technical architecture supports and invites integration in multiple contexts. AzeusCare has an inbuilt and regularly updated Open Standards API, a fully integrated and accredited Digital Spine Mini Service module for NHS Spine access and a fully accredited Child Protection Information Sharing (CP-IS) module for children's social care and child health customers. Integration with electronic patient record systems has been successfully undertaken.

Fine-grained role based access to both client and provider records and data within records complies with the principles of the Data Protection Act, the National Data Guardian and General Data Protection Regulation. Azeus UK processes are ISO27001 accredited.

1.3 Statutory Compliance for UK Social Care Departments

UK local authorities using AzeusCare are fully supported in the maintenance of their statutory data collection and reporting obligations for NHS Digital Social Care Collections, the Department for Education's Data Collections and Statistical Returns for children's social care. A collection of reports mandated by OfStEd are also supplied. The system is regularly updated to ensure continued compliance as data collection requirements change.

1.4 Commercial-off-the-shelf (COTS) Configuration

The core functionality of AzeusCare is enhanced with a collection of forms and reports specifically designed to support the business processes of a range of service types. They can be used from date of delivery or either localised or replaced using the inbuilt administration and drafting tools. Any number of new forms and reports can be created by the customer, following a short training programme, without further recourse to Azeus.

The following core processes are supported in the COTS model:

Service Administration

- Team structure management
- Caseload and workload management
- Manager authorisation and scrutiny
- Case and staff audit and supervision
- Panels, Conferences, Visits and Meetings management
- Subject Access Request management
- Information Retention and Disposal/Archive management
- Equipment Inventory management

Children's Services

- Multi-Agency Safeguarding (MASH)
- Early Intervention, Common Assessment (CAF)
- Troubled Families and Family Therapy
- Special Educational Needs and Disability (SEND)
- Local Authority Designated Officer (LADO)
- Group Working
- Missing Children

Children's Social Care

- Initial Contact and Referral
- Child in Need (CIN) Assessment,
- Planning, Intervention and Review
- Case Closure and Case Transfer
- Child Protection, Conference and Review, Child Protection Information Sharing (CP-IS)
- Children Looked After (CLA), Virtual School Management
- Adoption and Permanence
- Transition to Adult Services
- Care Leavers
- Child Sexual Exploitation
- Disabilities and Sensory Impairment
- Unaccompanied Asylum Seeking Children
- Foster Carer Recruitment, Training and Management

- Adopter Recruitment, Training and Management
- Special Guardianship / Child Arrangement and Private Fostering

Children's Services Finance

- Personal Budget calculation for Disabled Children
- Payments to Foster Carers and Independent Fostering Agencies (IFA)
- Payments to Adopters
- Payments to Care Leavers, Landlords and other payee types
- Section 17 Payment

Hospices and Care Homes

- Contact, Referral and Assessment
- Care Planning
- Respite Bed Booking
- Group Activities and Day Care Booking (including online self-booking)

Adult Social Care

- Initial Contact and Referral
- Cared-For and Carer Assessment
- Reablement post Hospital Discharge
- Planning, Provisioning and Review
- Needs Assessment (RAS) and Financial Assessment (including self-assessment)
- Personal Budget calculation and Direct Payments
- Adult Safeguarding (individual and institutional)
- Deferred Payments Agreements
- Sensory Impairment and Blue Badge Register Administration
- Mental Health Assessments, Deprivation of Liberty Safeguards (DoLS)
- Occupational Therapy and Community Nursing
- Court of Protection and Guardianship
- Complaints and Appeals Management

Adult Social Care Finance

- Provider and Contracts Management
- Provider, client and client representative payments/billings
- Cost Centre, budget management, monitoring and forecasting
- Provider Allegations Management
- Split Fund Source Management
- Purchase Order and Service Delivery Management
- Deferred Payments Agreement Management
- Discrepancies and Adjustments Management
- Standard interfaces to corporate finance systems (including reconciliation and actual service delivery monitoring)

Note that this list is not exclusive. The wide variety of inbuilt tools to support localisation ensures that the capability to invent new recording formats and reports and to imbed within them appropriate workflows ensure future proofing and the speedy adoption of new initiatives as they arise.

1.5 The Components of AzeusCare

The table below identifies the components that constitute the AzeusCare Case Management Application Suite.

Component	Description	User Interface	Technical Interface
AzeusCare Case Management Application	Primary application for client, family and group case recording, financial management and service and system administration. Includes Care Act compliant Finance Module, integral Document Management System (DMS), inbuilt API and integral Open Source reporting tool.	Web application designed for use by the organisation's staff. The Case Management application is accessible via supported web browsers from desktop workstations or laptops.	This forms the core of our solution.
AzeusCare Mobile Application	Online/offline mobile device application offering a subset of functions from the case management system's case record. Includes offline capability to record assessments, care plans and case notes, the calculation logic for offline needs and financial assessments, the capture of photographic evidence and collection of digital signatures.	This mobile application is compatible with iOS, Android and Windows tablet devices and is intended for use by case workers.	Communication between the mobile application and the Case Management Application is executed via web services. Connectivity can be through WI-FI or 3G/4G-LTE/5G mobile networks and secured through VPN.
MASH Portal and MASH Module	The MASH Portal facilitates the sending of safeguarding enquiries from members of the public for either children or adults. The enquiries	Both the MASH Portal and the MASH module are web application systems accessible via supported web	The MASH Portal and MASH Module communicate with each other by sharing the same

	are received and processed by the MASH Team using the Case Management Application's MASH Module.	browsers on a PC or laptop.	MASH database. The MASH database is logically distinct (with the option to be physical separate) from the Case Management database.
Child and Family Portal	The Child and Family Portal supports interaction with specific aspects of the case record by the child, family and associated professionals. Depending upon context it can be utilised for the SEND process, for CLA Life Story Book collation and reflecting the 'voice' of the child.	This is a web application system that is accessible to the child/young person and his/her parents/carers/associated professionals via supported web browsers on a PC or laptop.	This portal communicates with the Case Management System through a centralised database system.
Information and Advice Portal	The Information and Advice Portal allows service users, brokers and the public to be signposted to organisations and providers that offer support and services relevant to their needs. This facility can also be used to meet the SEND Local Offer requirements.	This is a web application system that is accessible to the public via supported web browsers on a PC or laptop.	This portal is distinct from the case management database.
Customer Service Portal	The Customer Service Portal exists for self-assessment, assessment by proxy and subject record access. The logged-in user may view and update plans, view service provisions and their schedules and manage personal	This is a web application system that is accessible to registered public users via supported web browsers on a PC or laptop.	This portal communicates with the Case Management System, the Information and Advice Portal and the Provider Portal through a

	budgets and interact with the LA in a speedy and transparent manner. Anonymous 'Guest' access is also available to enable anyone to assess for themselves via the online tools whether they might be eligible for support		centralised database system.
Provider Portal	The Provider Portal exists to increase the efficiency of Provider Management. It supports interaction, information flow and information change management between the LA and registered Providers primarily for the purpose of contracts and financial management but also for them to view agreed plans and service provisions for the clients to whom they are providing services. Providers can also add case notes, generate referrals (e.g., for safeguarding) and upload reports and documents as needed by the commissioning bodies.	This is a web application system that is accessible to registered providers via supported web browsers on a PC or laptop.	This portal communicates with the Case Management System, the Information and the Customer Service Portal through a centralised database system.
Partner Portal	The Partner Portal exists to enhance collaborative case work and make easier the management of input by officers from supporting external agencies (defined simply as those without access to the	This is a web application system that is accessible to registered providers via supported web browsers on a PC or laptop.	This portal communicates with the Case Management System through a centralised database system.

	CMS). Under strict access control and in a supervised manner users can create, read and update information to specific case records, can be delegated to complete specific form types (whole or in part), generate new referrals, add case notes and upload supporting information.		
eLearning	This is a standalone software-as-a-service self-service training system. It provides videos on how to use the system as well as online practical exams for various scenarios.	This is a web application system that is accessible to the organisation's staff via supported browsers on a PC or laptop.	If purchased, links can be added to the online help of the Case Management System to the corresponding eLearning training modules.

1.6 Client-side Technical Requirements for AzeusCare

AzeusCare is a web-based solution and uses W3C open-standards such as HTML, CSS and JavaScript codes, which are supported by all modern-day browsers. As such, the solution works with standard browsers such as Microsoft Edge and Chrome running on Windows 11 or later.

The User Interface of AzeusCare is designed to work with a 1024 x 768 screen resolution. The system is a lightweight, thin-client application which has a minimal client-side footprint. As a minimum, we recommend a desktop/laptop with at least 2GB RAM, dual core 2 GHZ process, and 7.9 inch screen with 1024x768 resolution.

The AzeusCare Mobile Application supports the following devices:

- iPad and the iPad Mini running on IOS 9 or later
- Android tablet running on Android 5.1 (Lollipop) or later with 7.9 inch screen 1024x768 screen resolution
- Microsoft Surface 3 or Surface 3 Pro tablet running on Windows 11

Any of these devices should have at least one network interface connected by wired, wireless,

or mobile data to enable data synchronization with the system. Due to the limited screen size, we currently advise against running the application on smart phones.

2 Performance, Availability and Backup/Restore

2.1 Availability Service Level

The availability service level for AzeusCare SaaS is 99.99%.

2.2 Service Constraints

To ensure data security and high availability of its services, Azeus UK will perform regular or ad-hoc maintenance of its system. Service downtime is minimised to maintain agreed service levels. Customers affected are informed of the service downtime in advance, which is usually during non-peak usage times.

2.3 Backup/Restore and System Recovery

Azeus UK maintains a comprehensive backup strategy that keeps redundant backups of system data and its configuration.

Backups are scheduled daily to ensure availability of data and will typically be kept for 14 days. A disaster recovery environment is available and is prepared in case of a disaster on the production site. The disaster recovery environment is capable of taking over the operations from the production site, if needed.

Azeus UK will restore services to normal operations within 24 hours.

Data loss can be recovered by restoration of backups within the 14-day retention period. Azeus UK cannot be held responsible for any data loss, destruction, alteration or disclosure of customer data caused by any third party. For data loss caused by the customer, Azeus reserves the right to charge the customer on a 'time and materials' basis for the cost of restoration.

3 Service Management

Our approach to Service Management is based on the Information Technology Infrastructure Library (ITIL) which, as a maturity model, complements our development house's Capability Maturity Model Integration (CMMI) Level 5 appraisal status. Both emphasize development of

processes to improve product development and customer satisfaction and support the coordination of multi-disciplinary activities related to a specific project.

The policies, processes and supporting procedures of Azeus UK's Service Management approach are provided to customers in two key documents – The Service Level Agreement (SLA) which governs the support and helpdesk operations of a post Go-Live environment and the AzeusCare Implementation Method (ACIM) which governs the implementation operations up to the point of Go-Live.

A crucial aspect of our Service Management is the visibility of our continuous improvement strategies (with appropriate actions and rectifications recorded in our online tracking system) and, via periodically published statistics, evidence of our capability to meet our performance targets for each customer.

Azeus UK provides the following services to its customers as standard:

Service Type	Description
Account Management	Provided for the management of the ongoing contract, amendments or additions to any aspect of it, general customer engagement, new product information and guidance and the provision and pricing of any new or additional business, technical, project management, user training and consultancy services as may be required by the customer.
Application Support	Provided for the ongoing maintenance and support of the licensed application(s) communicated primarily through the medium of the Help Desk. Such support also covers the management of the delivery to the customer of upgrades to the application. The Help Desk provides an extensive range of expert advice and information as well as providing the online mechanism for logging issues, requesting clarifications and changes. It operates between 8.00am and 6.00pm (excluding weekends and UK public holidays) and can be contacted both by phone and email. Telephone and email messages received out of working hours will be responded to in the next working day. JIRA, the online tracking system, is available 24/7. It also contains the Resource Library with downloadable guidance documents, user guides and other support materials.
Product Development	Provided for the ongoing dialogue between the customer and the supplier with regard to how the licensed products can be updated, kept in line with statutory and local requirements and refreshed as new technology and business requirements occur.

4 Software Upgrades

Azeus UK will provide periodic upgrades to the application suite defined as either releases or patches. The content may affect some or all parts of the application(s). For on-premise installations guidance will be provided on how to apply the upgrade or patch.

Type	Definition	Version No. Format
Major Release	Major new features, architecture changes, product components Full, standalone product build Major releases are rare. Release Date notification issued 6 weeks prior	X.0
Minor Release	Significant new features beyond previous minor/major version Full, standalone product build There will not normally be more than 3 Minor Releases annually Release Date notification issued 6 weeks prior	X.Y
Maintenance Release	Fixes software discrepancies discovered since last major, minor or previous maintenance release was issued. May include previously released fixes (Patch) Full, standalone product build Released ad-hoc, as required. Release Date notification issued at least 1 working day prior	X.Y.Z
Beta Release	A version of release used for acceptance testing Deployed on client's test environment	X.Y.Z Beta #N
Patch	In response to a specific Software Failure. Typically created to correct Critical and High	X.Y.Z Patch #N

	issues where a fix cannot wait for the next planned Maintenance Release May only be a set of files, not a full, standalone product build Released ad-hoc, as soon as available Release Date notification issued at least 1 working day

Documentation to support each Major or Minor release will be as follows :

1. Release Notes specifying the changes that have been made.
2. Compatibility Matrix specifying compatibility of the release with other associated software.
3. Known Issues Log specifying bugs which are known and which have not been fixed at the point of the release.
4. Deployment guidance (for on-premise installations).

5 On-boarding and Off-boarding Processes/Scope

5.1 The Customer On-boarding Process

Prospective customers should contact Azeus UK to discuss their service requirements. It should be noted that we offer, in addition to cloud-based services, on-premise hosting if required.

On completion of the signing of the Call-Off Contract and the AzeusCare Software as a Service (SaaS) Subscription Agreement, a project manager will be assigned and Azeus UK will prepare the cloud-based instance or local environments according to the customer's specifications.

For new customers, Azeus UK will provide data migration and implementation services to assist in moving from the existing system to AzeusCare with a view to enabling the customer to have complete 'ownership' of their new system.

The following services are offered:

1. Business Process Consultancy and System Configuration
2. Data Migration

3. Ad hoc Reports and Recording Templates development
4. User training and eLearning

5.2 Service Migration to AzeusCare

Azeus UK has extensive experience of data migration and can assist in the migration of the customer's data from another service.

Utilising a proven methodology, data supplied by the customer will be iteratively migrated first to test environments (enabling repeated checking on the part of the customer) and finally to the LIVE environment. The committed completion time will be dependent upon on the structure, complexity and cleanliness of the customer's data as well as the number of sources. Azeus UK will provide a quote to the customer for this service. At no point in the process will personal data leave the UK.

5.3 The Customer Off-boarding Process

A subscription termination notice should be supplied in writing to Azeus UK in accordance with the Call-Off Contract and the AzeusCare Software as a Service (SaaS) Subscription Agreement. Upon receipt, a date will be agreed for cessation of service and for the payment of any/all outstanding bills.

Where the customer intends to use another system, Azeus UK can provide the appropriate level of the technical advice to facilitate the off-boarding process.

The following services are offered:

1. Provision of an XML extract file
2. Provision of a further conversion of that file to HTML, it required
3. Provision of time-limited support for the customer downloading of the output files
4. Purging of all customer data

Upon receipt of service requirements from the customer, Azeus UK will provide a quote to the customer.

5.4 Service Migration away from AzeusCare

In instances of termination of services, Azeus UK will, in accordance with its Off-Boarding and Exit policy and in accordance with the General Data Protection Regulation, destroy all customer data in its possession.

Exceptionally, if termination of services does not include the execution of the Off-Boarding and Exit Policy, a customer may request a copy of the most recent back-up of the customer data. Such requests must be received in writing within 10 days of the Termination of Services notice.

Azeus UK will then use reasonable commercial endeavours to deliver to the customer within

30 days of the receipt of the written request the back-up, provided that the customer has, at that time, paid all fees and charges outstanding and resulting from the termination (whether or not due at the date of termination).

Upon receipt of requirements from the customer, Azeus UK will provide a quote to the customer.

6 Customer Responsibilities

Please refer to the clause on 'Customer's Obligations' in the standard Subscription Agreement for AzeusCare SaaS submitted together with this G-cloud 15 framework proposal.

In summary, the customer shall:

- provide Azeus UK with all necessary co-operation in relation to the G-cloud service subscription agreement; and all necessary access to such information as may be required by Azeus UK, in order to provide the services, including but not limited to Customer Data, security access information and configuration services;
- comply with all applicable laws and regulations with respect to its activities under the Service Subscription Agreement;
- carry out all other customer responsibilities set out in the Service Subscription Agreement in a timely and efficient manner; in the event of delays by the customer in the provision of such assistance as agreed by the parties, Azeus UK may modify any agreed timetable or delivery schedule as is reasonably necessary;
- ensure that the authorised users use the services and the documentation supplied by Azeus UK in accordance with the terms and conditions of the Service Subscription Agreement and shall be responsible for any authorised user's breach of this agreement;
- obtain and maintain all necessary licences, consents and permissions necessary for the staff of Azeus, its contractors and agents to perform their obligations under the Service Subscription Agreement, including, without limitation, the services;
- ensure that the customer's network and systems comply with the relevant specifications provided by Azeus UK both initially and subsequently; and
- be solely responsible for procuring and maintaining its network connections and telecommunications links from its systems/network to Azeus UK's data centres, and resolving all problems, conditions, delays, delivery failures and all other loss or damage arising from or relating to the customer's network connections or telecommunications links or caused by the internet.

7 Trial Service

All applications within the AzeusCare Case Management Suite and licensed modules within these applications are available for a 30-day trial free of charge. Please contact us at

sales@azeuscare.com for more information.

8 Pricing

Please refer to the Pricing Document.

9 Financial Recompense for not Meeting the Service Levels

9.1 Definition of a Service Credit

Where the annual uptime percentage drops below 99% within a total Service Year (i.e. the preceding 365 days from the date of an SLA claim), the customer is eligible to receive a service credit equal to 0.5% of the annual service charge for each percentage below the committed availability. Note the annual service charge does not include ad hoc or pre-paid consultancy, training, project management or other one-off service types.

The Account Manager service provides the means through which a claim can be made, account management meetings occurring quarterly.

9.2 Limitations and Exemptions

The following items or situations are exempt from Azeus' guarantees:

- acts of omission on the Customer part or on the Customers server (if an on-premise installation);
- scheduled maintenance;
- factors beyond our control, including but not limited to any force majeure events, failures, acts of omission of our upstream providers or failure of the Internet;
- actions of third parties, including but not limited to security compromises, denial of service attacks and viruses, provided that Azeus makes reasonable efforts to keep its software and systems up-to-date;
- violations of the permitted usage for the services as per our terms and conditions;
- any product currently in BETA status as per our terms and conditions; and
- law enforcement policy.

To receive a service credit a customer must be up to date with all payments and have sufficient pre-paid balance, where appropriate, to cover current usage levels.

No credits are offered if a customer is in arrears with payments or has insufficient balance to continue using Azeus cloud services during the qualifying claimed credit period for at least 10 calendar days. Credits offered by Azeus to the customer as described in the Service Level Agreement are the sole and exclusive remedy for unavailability or performance degradation of Azeus services. Credits can only be applied to future services and may not be exchanged for other forms of payment.

The maximum total credit for the yearly billing period, including all guarantees, will not exceed 5% of the total annual service charge payable by the customer for the eligible credit period (i.e. yearly billing cycle in which the most recent unavailable event included in the SLA claim occurred, excluding one-time payments made for Reserved Instances and one-time charges for additional services such as ad hoc or pre-paid consultancy, training or project management service types) nor can a credit amount in excess of 5% be carried over and applied to future fees.

10 Other Services

Azeus, of which Azeus UK is a subsidiary, is an IT solutions provider with over 30 years of experience in successfully delivering IT solutions to various clients in the public sector. Azeus is a global company that operates in Europe, Asia, Australia, North and South America, the Middle East, Africa, and the Caribbean, and is a public company listed on the Singapore Stock Exchange.

It has successfully delivered more than 200 solutions to over 60 government departments and public authorities in Hong Kong and the United Kingdom. As a result, we have gained expertise and experience in system and product development, integration and support and maintenance. To comply with project requirements of public sector organisations we employ recognised methodologies, processes and practices in the IT industry.

Azeus is proud to be a catalyst of change by delivering innovative and flexible solutions for the public sector.

11 Contacting Azeus UK

Please visit www.azeuscare.co.uk for more details about AzeusCare and the services offered by Azeus UK.

For enquires, please email sales@azeuscare.com.