

# G-Cloud Service Definition

## NEC Blue Badge Case Management System SaaS

Crown Commercial Service Supplier

NECSWS.COM

Orchestrating a brighter world

# NEC Blue Badge Case Management System SaaS

## Service Definition

This Service Definition is relevant to all local authorities in the United Kingdom that operate a Blue Badge Scheme. The service is provided by NEC Software Solutions (NEC).

The NEC Blue Badge Case Management System SaaS Standard G-Cloud Service is available as:

- NEC Blue Badge Case Management System Software as a Service (SaaS).

## Overview of G-Cloud Service

Since 2018 local authorities (LAs) have required a Blue Badge Case Management System that will integrate with the key elements of the national system; the GOV.UK online application form, Manage Blue Badge process and badge ordering process.

NEC is the most experienced provider of Blue Badge systems and services, and we have developed a Case Management System that will administer all aspects of the Blue Badge process as well as providing all the necessary integrations with the national service.

### NEC Blue Badge Case Management Solution

While working with central and local government over the past twelve years, NEC has acquired a deep understanding of the processes and procedures LAs adopt for processing Blue Badge applications and ordering badges.

Following a programme of user research, we ascertained what LAs needed for Blue Badge case management and developed a Case Management System (CMS) delivered as Software as a Service (SaaS). Since launch in 2018, we have continuously refined and developed our offering in response to changing requirements and requests. The solution fully integrates with the GOV.UK infrastructure and provides continuity with existing practices.

Our Case Management System delivers:

- Full end to end management of Blue Badge applications using simple to use functionality limiting the need for training. Using automated workflow Stages, you can easily track and manage the progress of your applications, never losing sight of where they are in your process.
- NEC will be happy to discuss migration of existing data and provide a cost based on the Revenues and Benefits Resource Based Pricing.
- Integration with the national system is essential for the efficient running of your service. The NEC CMS provides all the points of integration required for the necessary two-way communication. This includes the capturing of GOV.UK Pay payment information.
- Communications functionality providing the ability to send letters, email and SMS both individually, for example a request for more evidence or a response to an appeal, and in bulk.

- Uploader enabling citizens to upload their evidence and information directly to their application online.
- Automated update emails alerting the citizen to changes in their application status.
- Management information reports to enable you to monitor and manage your workload and extract data as required including Performance Management information for your local authority users.
- Enforcement functionality that will support your teams to ensure compliance with the Blue Badge scheme.
- Document Upload where you can upload all documents required to support a claim for a Blue Badge. The documents are then securely stored against the relevant claim (along with any provided through the GOV.UK application form).
- Blue Badge CMS allows for the creation of user profiles and therefore the management of those user's access. Individual user access can be limited through this ability, and users are not able to apply their own changes that would result in breaches of statutory process. The configurable parameters ensure maximum flexibility and will allow you to set local policy for Blue Badge, to determine the levels of authority and the levels of access that individual users hold.
- LAs using GOV.UK Notify will integrate from NEC Blue Badge Case Management to the GOV.UK Notify service for SMS / email / one page letter.
- LAs using GOV.UK Pay will integrate via their Blue Badge manager and payment information (including outcome and reference) will be sent to the NEC Blue Badge Case Management System.

## Service Migration

Service migration services can be provided if a Buyer, rather than off-boarding, wants to migrate the data contained within NEC Blue Badge CMS SaaS to another service being provided by a third party. Migration services can also be provided to migrate data contained within an existing system into NEC Blue Badge CMS SaaS. To provide these services, we will carry out a scoping study, which will be charged in accordance with the NEC Revenues and Benefits resource based pricing rate card. Any recommendations following the scoping study will be on a fixed price basis.

## Ordering and Invoicing Process

If you wish to order these services, a G-Cloud Order Form will need to be completed and signed by both parties.




© 2026-present day, NEC Software Solutions UK Limited or one of its group companies. This document is protected by copyright laws in England and other countries and must not be copied, stored in a retrieval system or transmitted in any form or by any means in whole or in part without the prior written permission of NEC Software Solutions UK Limited.