

G-Cloud Service Definition

NEC Document Management

Crown
Commercial
Service
Supplier

G-Cloud NEC Document Management

Service Definition

This Service Definition is relevant to all local authorities, registered social landlords, housing associations and other public sector bodies within the United Kingdom. The service is provided by NEC Software Solutions (NEC).

It is available as:

1. NEC Document Management as a Service (SaaS).
2. NEC Document Management Private Cloud (and on premise, or separately procured, private cloud).

Overview of G-Cloud Service

NEC Document Management is a corporate Electronic Document Management System used by more than 200 local government organisations across the UK and has a 30-year pedigree. The solution manages the full lifecycle of all documents and files from capture to disposal and is configurable to meet organisation's individual requirements. NEC Document Management delivers significant business benefits for clients:

- A proven Electronic Document Management solution.
- Corporate, centralised electronic information management, improved security and disaster recovery.
- A scalable solution that can be quickly and easily implemented, providing a rapid return on investment.
- Powerful workflow capability enabling the end-to-end automation of processes and measurable service quality improvements.
- Improvements to the internal use of resources and the provision of a high-quality service to clients.
- Instant access to, and sharing of, information.
- Support for accommodation strategies by enabling space saving.
- Flexible and remote working opportunities.

NEC Document Management provides document management tools and features including search, document viewing, security controls, workflow and activity auditing.

Document Scanning (Desktop Scanning)

NEC Document Management includes a desktop scanning tool to scan documents from any computer connected to the NEC private cloud through a VPN connection.

Document searching and viewing

NEC Document Management provides powerful search facilities to enable the online retrieval of documents. A wide range of metadata can be included in the search criteria and search results can be sorted or filtered by metadata, enabling fast, efficient location and viewing of documents. NEC Document Management also offers the option of searching the text of documents for words or phrases in combination with other meta data criteria.

Document security

NEC Document Management provides extensive, granular security options, allowing appropriate security to be applied to enable efficient, controlled access to all documents.

Workflow

The integrated NEC Document Management Workflow enables you to define and automate document distribution and processing. Documents can move automatically and reactively through the stages of a procedure with minimal user involvement. These procedures are defined by the organisation and therefore can be tailored by you to meet your business requirements.

Activity auditing

NEC Document Management maintains a complete audit history against every document, providing a full audit trail throughout the lifetime of a document that can be viewed by authorised users at any time.

GDPR

NEC Document Management provides a sophisticated retention and disposal tool to manage the controlled destruction of documents to support compliance with General Data Protection Regulations.

Options packages and services

The following packages and services can be added to the Standard Service for NEC Document Management:

- **Interfaces and Integration Option**

We have a wide range of standard packaged integrations, developed through 30 years of experience of delivering the solution as a multi departmental electronic document management system. These integrations can be included as additional packages, in the exceptional case that a standard solution is not available, we can provide a service to produce the required integration. We will undertake a Scoping Study for each integration, the price for which will be notified to the client in advance based upon the NEC rate card. Implementation of any recommendations or actions resulting from the Scoping Study will be priced on a fixed price basis using the NEC

rate card. Any third-party engagement and documentation required to achieve integration or interfaces with back-office systems will be the responsibility of the client.

- **Consultancy**

Clients can purchase business and technical consultancy for the purpose of training, configuration and business analysis. This consultancy is provided at our NEC day rates. In addition, configuration and setup beyond the standard installation can be provided via consultancy days at NEC day rates.

Service Management

NEC Service Management will be delivered by the Client Services Management (CSM) Team. The CSM Team will be responsible for the ongoing relationship and, where necessary or applicable, will provide assistance with reporting, incident escalation and continual service improvement. The CSM Team will manage processes such as Incident, Problem and Change Management.

Ordering and Invoice Process

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

Service Migration

Service migration services can be provided if a Buyer, rather than off-boarding, wants to migrate the data contained within NEC Document Management 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 Document Management. To provide these services, we will carry out a scoping study which will be charged in accordance with the NEC rate card. Any recommendations following the scoping study will be priced on a fixed price basis utilising the NEC rate card.

Technical Requirements

Technical interfaces

- **Browser support** - NEC Document Management supports all major HTML5 compliant browsers and is specifically tested against the following for access:
 - ➔ Microsoft Edge (version 90.0.0 or later)
 - ➔ Google Chrome (version 90.0 or later)
- **Bandwidth and latency requirements** - NEC Document Management is delivered using application streaming technology providing an efficient approach to distributed application access that minimises bandwidth requirements. NEC will connect the NEC System to the Buyer's network via an IPsec VPN.
- **Data Import** – The initial and incremental upload and import of reference metadata from clients' line of business systems is achieved using Secure File Transfer ('SFTP').

Service Roadmap

We have a programme of continuous improvement and enhancement for NEC Document Management with new versions released twice a year. The development programme is documented in the service roadmap and made available to all NEC clients.

Request a Demonstration

We will be pleased to demonstrate the NEC Document Management to you. Please email frameworks@necsws.com to request a demonstration.



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🌐 necsws.com

🐦 [@nec_sws](https://twitter.com/nec_sws)

About NEC Software Solutions
Our customers change lives, so we create software and services that get them better outcomes. By innovating when it matters most, we help to keep people safer, healthier and better connected worldwide.

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