



Reimagining case management



The correspondence case management service that
the UK public sector relies on

Service Definition

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“It probably was a mistake not to invest in eCase earlier on... if something like this can improve our performance, we should embrace it and pick it up and that was the decision which has been taken.”

Robin Walker MP

Parliamentary Under Secretary of State for DExEU

Statement to the House of Commons Procedure Committee

Introduction

eCase provides the correspondence case management service with the highest ROI available to public bodies. It is cost effective, low risk, and delivers rapid time to value.

This document provides an introduction to eCase, what it does, how it does it and why it has been selected by organisations such as DWP, HMRC, MOD, DEFRA, HM Treasury, multiple government agencies, police forces and local authorities, who have all chosen eCase for managing FOIs, EIRs, SARs, Complaints, Parliamentary Questions and Ministerial Correspondence.

About Fivium

Fivium was founded in 2006 and born out of a simple conviction: the people working in the public sector deserved better technology. Our founders had been working in government themselves and felt the frustration of being forced to use inadequate technology. They saw colleagues struggling with tools that just weren't up to the job - often using expensive, poorly adapted private sector products that offered little value for money and limited successful outcomes.

They realised there was a profound need for purpose-built case management systems and saw the real, tangible benefits they could offer public sector teams. That insight led to the creation of eCase, which we at Fivium have been investing in and evolving ever since.

About eCase

eCase is the correspondence case management (CCM) service that the UK public sector relies on. It is the proven, most comprehensive service that delivers the largest benefits at the lowest risk available.

With a variety of configurations, all hosted in secure UK cloud environments, eCase addresses the needs of all types of public sector organisations, from the smallest to the largest. As Fivium are an experienced provider to the UK public sector, we have made significant investments in attaining ISO9001, ISO14001 & ISO27001 as well as Cyber Essentials Plus certifications.

eCase has been widely adopted across the public sector. This is due, in part, to its intuitive, easy-to-use interface as well as Fivium's proven approach to ensuring successful implementation and benefit realisation. It is a highly flexible platform, which can be easily adapted to any organisational structure and processes, whilst ensuring that its users stay fully compliant with FOI and Data Protection legislation. Additional AI automation features increase user efficiency and accuracy by providing safe, reliable recommendations and drafts that keep the human in control with the ability to accept, reject or edit AI-assisted outputs¹.

¹ All AI-assisted outputs are clearly labelled as such, allowing users to easily identify them.

The eCase Difference



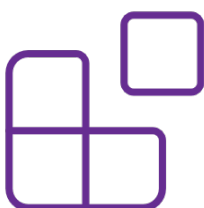
Proven Value and Return on Investment

eCase is designed to prove value. From day one, organisations can benchmark performance, measure benefits and clearly demonstrate the return on their investment.

Through an ongoing cycle of benchmarking, optimisation and review, eCase enables customers to:

- Quantify efficiency gains, cost avoidance and service improvements
- Validate and evidence their business cases over time
- Demonstrate the value of their work to senior stakeholders
- Continuously increase the benefits realised from their investment

This focus on measurable outcomes is why eCase is trusted as a long-term strategic platform, not just a case management tool.



Built for the Public Sector. Proven at Scale.

eCase is a cloud-native and developed specifically for the UK public sector, it is one of the most comprehensive and scalable Case Management Platforms available.

As a native SaaS solution, eCase is continuously enhanced through agile, iterative development to:

- Improve operational efficiency
- Support evolving legislative and compliance requirements
- Deliver resilience, reliability and availability for time-critical work

Enterprise-grade security is embedded at the core of the platform, enabling organisations to operate with confidence while remaining fully compliant.



Designed Around Users, Not Just Processes

Technology only delivers value when people can use it effectively. That's why eCase places strong emphasis on user-centred design.

The platform provides an intuitive, streamlined user experience that:

- Reduces administrative burden
- Supports consistent and compliant decision-making
- Helps teams work faster and with greater confidence

This focus on usability directly translates into higher adoption, improved productivity and faster time to value.



Deep Public Sector Expertise

Fivium's team brings extensive, first-hand experience of working within the public sector. This gives us a deep understanding of:

- Resource and capacity constraints
- Governance and assurance requirements
- Cultural and operational realities unique to public bodies
- The pressures of scrutiny, transparency and accountability

This domain knowledge is embedded throughout eCase and underpins every aspect of how the service is delivered.



Experience That De-Risks Delivery

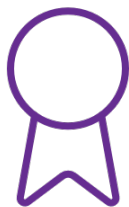
Fivium has delivered eCase to over 50 public sector organisations, including 50% of all Ministerial Departments.

This experience has shaped a delivery approach that goes beyond technology alone. Successful Case Management requires the right processes, operating models and change management to avoid disruption and deliver exceptional outcomes.

That is why eCase is supported by a Customer Success team that are experienced in delivering complex change management and SaaS integration programmes. All team members are:

- Certified Change Management Practitioners
- Trained in Lean Six Sigma

This ensures organisations achieve sustainable improvements, not short-term fixes.



Industry Leading Best Practice, Configured for You

eCase embeds proven, configurable best practices derived from real-world public sector delivery.

These best practices enable organisations of all sizes and structures to:

- Improve performance and consistency
- Achieve measurable efficiency gains
- Ensure compliant handling of correspondence

In addition, eCase User Group meet-ups foster a collaborative community where customers share insight, experience and innovation, allowing the entire user base to benefit from collective learning.



Service Driven Success, Not Supplier Dependency

As an experienced SaaS provider, Fivium believes success should never be left to chance.

From the outset, customers are supported through the eCase Experience Group (EXG) - a dedicated group of public sector and eCase experts that:

- Accelerate service activation
- Minimise business disruption
- Reduce time to value
- Ensure ongoing success

Customers are then guided into a continuous improvement cycle of performance review, optimisation and benefit realisation, ensuring that maximum value is sustained over time.



Delivering Net Highest Value

eCase is built to deliver the net highest value.

eCase focuses on maximising benefits so that they demonstrably outweigh cost. This avoids the false economy of low-cost solutions that fail to deliver outcomes resulting in wasted time, money and opportunity.

The result is a service that delivers:

- Documented and provable outcomes
- Sustained operational improvement
- Clear, evidence-based value to the organisation

This is what makes eCase the supplier of choice for public sector correspondence case management.

By adopting eCase, our customers have realised significant efficiency gains and compliance improvements



Over 70,000 hours
saved a year
Ministry of Defence



73% less time spent
on reporting
Herefordshire Council



48% less time spent on
complaint processing
Natural England



£1 million annual
cashable savings
Ministry of Defence



63% less time spent
processing DPR cases
North Lincolnshire Council



60% reduction in
case logging time
Cabinet Office

Learn more – read our case studies at
ecase.co.uk/case-studies

eCase Service Models

eCase is available in a variety of service models to suit all type of public services' needs and budgets (see Table 1 for a full matrix of each of eCase's service models).

eCase Basic

eCase Basic is an entry-level service enabling public sector bodies with simple correspondence case management needs to utilise eCase. Limited to eCase's Core Case Types (such as FOI, SAR, Enquiries & simple Complaints).

With eCase Basic, organisations are able to process their correspondences and report on their statutory performance using pre-configured industry best practice templates. However, further enhanced configuration is restricted, so this service may not be suitable for all organisational needs.

eCase Plus

eCase Plus is Fivium's mid-level service that builds on the eCase Basic service. eCase Plus focusses on ensuring that users are able to work with ease and assurance, whilst managers can be confident that their teams are operating efficiently and compliantly.

With eCase Plus organisations are able to manage and configure all eCase's 'out of the box' case types (including both Central Government, Local Government & Police Service-specific cases) as well as developing additional ones.

Our eCase Plus service is complemented by our eCase Experience Group, which includes a managed onboarding process as well as a comprehensive Customer Success Programme that ensures value from the investment is always maximised, validated and documented. Additionally, eCase Plus is backed by a suite of complementary tools (such as our Bulk Download Reports, eCase Capture, Secure Share, eCase Redact, Disclosure Log and more) as well as access to our API & SSO extensions. eCase Plus has an inclusive Training Fund allowance, providing annual eCase training services within the subscription.

eCase Advanced

With all the elements of the eCase Plus service, eCase Advanced includes a fully supported on-boarding process as well as 3 days (as opposed to the 2 days that comes with eCase Plus) of a dedicated Go Live contact's time, monthly Service Reports and a 50% larger Training Fund Service Credit allowance.

eCase Advanced includes the eCase Capture, eCase Secure Share and the Business Intelligence Reporting API modules.

eCase Premium

eCase Premium is Fivium's all-inclusive service for public bodies, offering a single tenancy arrangement if required. eCase Premium gives you all of the eCase options including the AI-enabled components, along with eCase Capture, eCase Secure Share and the Business Intelligence Reporting API.

eCase Premium includes a fully supported on-boarding process as well as 5 days (as opposed to the 3 days that comes with eCase Advanced) of a dedicated Go Live contact's time, monthly Service Reports. The Training Fund means that, in addition to having access to all available features, dedicated time is included to ensure your organisation is equipped to realise maximum ongoing value from its investment. eCase Premium also includes unlimited onboarding activity, allowing case types and features to be implemented over a longer period, without additional implementation charges.

eCase Premium also benefits from faster Support Response & Resolve Time SLAs, a 3 tier (up to Director level) support escalation process and the ability to initiate system change freezes for up to four weeks at a time.

eCase Service Model Matrix

The table below details the service components for each eCase Service Model options.

Table 1. eCase Service Model Matrix

Service Option	eCase Basic	eCase Plus	eCase Advanced	eCase Premium
Environment				
Network	Internet	Internet	Internet	Internet
Multi-tenancy	✓	✓	✓	✓
Single-tenancy ¹			Option Available	Option Available
Maximum Case Volume ²	Up to 25,000	Up to 300,000	Unlimited	Unlimited
Bolt-On Case Volume Packs ³		✓	✓	✓
Case Types				
Core				
FOI & EIR	✓	✓	✓	✓
Correspondence		✓	✓	✓
SAR	✓	✓	✓	✓
Data Protection Requests	✓	✓	✓	✓
Data Breaches		✓	✓	✓
Enquiries	✓	✓	✓	✓
Complaints	✓	✓	✓	✓
3-Stage Complaints Process	✓	✓	✓	✓
Non-complaints	✓	✓	✓	✓
Compliments	✓	✓	✓	✓
Central Government				
Parliamentary Questions		✓	✓	✓
Treat Officials		✓	✓	✓
Ministerial Correspondence		✓	✓	✓
Private Office		✓	✓	✓
Private Office Constituent		✓	✓	✓
Private Office Action		✓	✓	✓
Invite		✓	✓	✓
Cabinet Committee		✓	✓	✓
OGD Request		✓	✓	✓
No. 10 Request		✓	✓	✓
Local Authority				
Children's Statutory Complaints		✓	✓	✓
Adult Statutory Complaints		✓	✓	✓
Police Services				
Insurance Requests		✓	✓	✓
Third Party Requests		✓	✓	✓
Enquiries		✓	✓	✓
Record Deletions		✓	✓	✓
Court Orders		✓	✓	✓
Family Proceedings		✓	✓	✓
Legal Proceedings		✓	✓	✓

Service Option	eCase Basic	eCase Plus	eCase Advanced	eCase Premium
Additional Features & Services				
eCase Assist ⁴		✓	✓	✓
eCase Capture ⁵		✓	✓	✓
eCase Disclosure Log ⁶	✓	✓	✓	✓
eCase Email Content Extractor	✓	✓	✓	✓
eCase Redact ⁷	✓	✓	✓	✓
eCase Respond ⁸		✓	✓	✓
eCase Secure Share ⁹		✓	✓	✓
Access Management Control for Superusers	✓	✓	✓	✓
Batch Responses and Fast Track Cases		✓	✓	✓
Create Case API ¹⁰		✓	✓	✓
Development of Additional Case Types ¹¹			✓	✓
Enhanced Configuration of Existing Case Types ¹²		✓	✓	✓
Fine Grained Access Control	✓	✓	✓	✓
Google Docs integration ¹³		✓	✓	✓
Microsoft Word integration ¹⁴			✓	✓
Multi-Organisational Environment ¹⁵		✓	✓	✓
OAuth Single Sign-On ¹⁶	✓	✓	✓	✓
SAML 2.0 Single Sign-On ¹⁷	✓	✓	✓	✓
Sender Policy Framework Email Configuration	✓	✓	✓	✓
Reporting & MI				
Business Intelligence Reporting API ¹⁸		✓	✓	✓
Configurable Bulk Download Reports	✓	✓	✓	✓
Statutory Reports	✓	✓	✓	✓
The eCase Experience Group Programme				
On-Boarding				
On-Boarding Process	Assisted	Managed	Managed	Fully Supported
Frequency for setting up case types ¹⁹	Initial Onboarding	Initial Onboarding	Initial Onboarding	Unlimited Onboarding
Data Migration ²⁰	✓	✓	✓	✓
Process mapping	✓	✓	✓	✓
Dedicated Go Live Contact ²¹		✓ 2 days	✓ 3 days	✓ 5 days
Success Management				
Customer Success Programme		✓	✓	✓
Account Manager		✓	✓	✓
Customer Success Representative		✓		
Customer Success Manager			✓	✓
Service Management Representative		✓		
Named Service Manger				✓
Tech Manager				✓
Annual Reviews ²²	✓	✓	✓	✓
Quarterly Reviews		✓	✓	✓

Service Option	eCase Basic	eCase Plus	eCase Advanced	eCase Premium
Monthly Check-Ins		✓	✓	✓
Monthly Onsite Visits				✓
Service Reports		Quarterly	Quarterly	Monthly
Savings Report / Business Case Validation Report		Annual	Annual	Biannual
Executive Sponsorship				
Director Level Executive Sponsor			✓	✓
User Group Membership				
Membership of eCase User Group		✓	✓	✓
Membership of Strategic User Committee				✓
Account Management				
Account Manager	✓	✓	✓	✓
Access	By Phone	Face to face	Face to face	Face to face
Service Credits				
Training Fund ²³		£5,000 per annum per 50,000 increment case volumes	£7,500 per annum per 50,000 increment case volumes	£10,000 per annum per 50,000 increment case volumes
Support				
Core eCase (including eCase Assist)				
Type of Support	Email Only	Email and Phone	Email and Phone	Email and Phone
Response SLA - P1	2 hours	1 hours	1 hours	1 hour
Response SLA - P2	4 hours	2 hours	2 hours	1 hour
Response SLA - P3	2 working days	2 hours	2 hours	1 hour
Response SLA - P4	2 working days	2 hours	2 hours	1 hour
Resolve SLA - P1		4 hours	4 hours	4 hours
Resolve SLA - P2		8 hours	8 hours	8 hours
Resolve SLA - P3		3 working days	3 working days	2 working days
Resolve SLA - P4		15 working days	15 working days	10 working days
Regular Service hours ²⁴	0900 to 1700	0830 to 1800	0830 to 1800	0830 to 1800
Custom Development Work Support ²⁵			✓	✓
Escalation	1 Tier - Support Team to Service Manager	2 Tier - Support Team to Service Manager to CSM	2 Tier - Support Team to Service Manager to CSM	3 Tier - Support Team to Service Manager to CSM to Director level
Authorised Support Contacts	2 Named People	Pre-Approved Named People	Pre-Approved Named People	Pre-Approved Named People
Attendance at customer CAB				By Arrangement
Change Freeze Execution				For a Maximum of 4 Weeks
Help Portal	Full access	Full access	Full access	Full access
eCase Public Services (eCase Capture, Secure Share, Disclosure Log & eCase Respond)				
Type of Support	Email only	Email and Phone	Email and Phone	Email and Phone
Response SLA - P1	2 hours	1 hours	1 hours	1 hour

Service Option	eCase Basic	eCase Plus	eCase Advanced	eCase Premium
Response SLA - P2	4 hours	2 hours	2 hours	1 hour
Response SLA - P3	2 working days	2 hours	2 hours	1 hour
Response SLA - P4	2 working days	2 hours	2 hours	1 hour
Resolve SLA - P1		4 hours	4 hours	4 hours
Resolve SLA - P2		8 hours	8 hours	8 hours
Resolve SLA - P3		3 working days	3 working days	2 working days
Resolve SLA - P4		50 working days	50 working days	40 working days
Regular Service hours ²⁴		0830 to 1800	0830 to 1800	0830 to 1800
Custom Development Work Support ²⁵		✓	✓	✓
Escalation – Support Team to Service Manager		✓	✓	✓
Escalation - Service Manager to CSM		✓	✓	✓
Escalation – CSM to Director level				✓
Authorised Support Contacts		Pre-Approved Named People	Pre-Approved Named People	Pre-Approved Named People
Invoicing				
Payment Terms	Annually in Advance	Quarterly in Advance	Quarterly in Advance	Quarterly in Advance

Table Notes

¹ Single Tenancy is available as an option only on eCase Advanced and eCase Premium tiers, subject to additional cost – see the eCase Pricing Document.

² Case volume limits are set by the subscription Case Volume within these maximums.

³ Available to customer, with subscriptions of 25,000 or more, for purchase in increments of 5,000 cases cost – see the eCase Pricing Document.

⁴ Available for an additional cost – see the eCase Pricing Document.

⁵ Available for an additional cost – see the eCase Pricing Document.

⁶ Available for eCase Basic, see Pricing document for additional fee. Included in eCase Plus, eCase Advanced and eCase Premium.

⁷ Available for eCase Basic, see Pricing document for additional fee. Included in eCase Plus, eCase Advanced and eCase Premium.

⁸ Available for an additional cost – see the eCase Pricing Document.

⁹ Available for an additional cost – the eCase Pricing Document.

¹⁰ Available via Enhanced Configuration services at additional cost, based on our SFIA rate card (not available for eCase Basic).

¹¹ Available via Enhanced Configuration services at additional cost, based on our SFIA rate card (not available for eCase Basic).

¹² Available via Enhanced Configuration services at additional cost, based on our SFIA rate card (not available for eCase Basic).

¹³ Availability is dependent on accessibility to Google's API.

¹⁴ Availability is dependent on accessibility to Microsoft's API.

¹⁵ Based on where a shared service exists to manage correspondence on multiple organisations, but where such organisations are separate legal entities and are required to monitor and report individually.

¹⁶ Customer specific integration support may incur additional charges.

¹⁷ Customer specific integration support may incur additional charges.

¹⁸ Available for an additional cost for eCase Plus – see the eCase Pricing Document.

¹⁹ Set up of case types is included with the subscription if implemented as part of initial onboarding. If additional case types need to be set up after this point, it will be subject to additional cost except for eCase Premium where this is included.

²⁰ eCase Basic only - Strictly only via Fivium-supplied template and may be subject to additional charges, depending on how data is formatted. eCase Plus, eCase Advanced and eCase Premium - via either Fivium-supplied template or other data source. May be subject to additional charges, depending on data source and formatting.

²¹ Included free of charge for subscriptions of 50,000+ cases. A dedicated on-site support can be requested during the first two weeks after initial go live. Otherwise this service is available at additional cost, based on our SFIA rate card.

²² eCase Basic by phone or web meeting service only.

²³ Recoverable by Fivium if used and contract is terminated early. Non-cashable, non-prorated by case volume. Annual funds do not roll over.

²⁴ For eCase Premium only there is the option to extend available at additional cost, based on our SFIA rate card.

²⁵ Available via Enhanced Configuration services at additional cost, based on our SFIA rate card.

The eCase Experience Group (EXG)

A dedicated team focused on your success

The eCase Experience Group (EXG) is a dedicated group of public sector and eCase experts who work alongside customers at every stage of their journey to ensure long-term success.

The EXG exists to ensure organisations achieve maximum return on their investment, not just a successful system go-live. It complements the eCase platform by providing sustained expertise across technology, people and processes - the areas that most often determine whether digital services deliver real value.

By combining deep public sector domain knowledge, industry-leading best practice and a relentless focus on benefit realisation, the EXG supports customers from implementation through to continuous optimisation and value growth across the entire customer lifecycle.

What this means for you

Working with the eCase Experience Group means:

- You are supported by a dedicated team of public sector experts, not left to manage success alone
- Business change is actively managed, reducing delivery risk and disruption
- Benefits are identified, measured and increased over time, not assumed
- Performance and compliance continuously improve, backed by evidence
- You receive proven, hard metrics that enable you to demonstrate value for money and clearly justify the investment in eCase to senior leadership teams

The EXG ensures eCase delivers sustained outcomes, not just a successful go-live, with benefits that are clearly evidenced, auditable and aligned to value-for-money principles expected across the public sector.

Designed to de-risk change and accelerate value

The greatest risk to any transformation programme is unmanaged business change. The EXG addresses this risk from the outset.

Every engagement begins with a strong focus on:

- Change management and stakeholder readiness
- Clear ownership of outcomes and benefits
- Early identification and mitigation of delivery risks

This approach ensures implementations start with the highest possible chance of success and move rapidly towards measurable value.

The EXG then continues beyond go-live, driving continuous optimisation, performance improvement and benefit realisation.

A complete, end-to-end approach

The EXG brings together:

- Best-of-breed eCase technology
- Proven public sector delivery experience

- Embedded industry best practices
- Continuous benchmarking and optimisation

The result is improved performance, stronger compliance and demonstrable net highest value from your investment in eCase.

This is not a one-off implementation model. It is a structured, repeatable approach that delivers and sustains outcomes over time.

eCase configuration: Optimised for your organisation

During implementation, the EXG works closely with customers to:

- Understand current processes by case type
- Identify opportunities for simplification and efficiency
- Configure eCase to support optimised, compliant workflows

Given the maturity and flexibility of eCase, most requirements are met through configuration rather than customisation.

Proven implementation that minimises disruption

Public sector correspondence management is complex and highly governed. The EXG applies a proven implementation approach refined through extensive real-world delivery.

This approach is designed to:

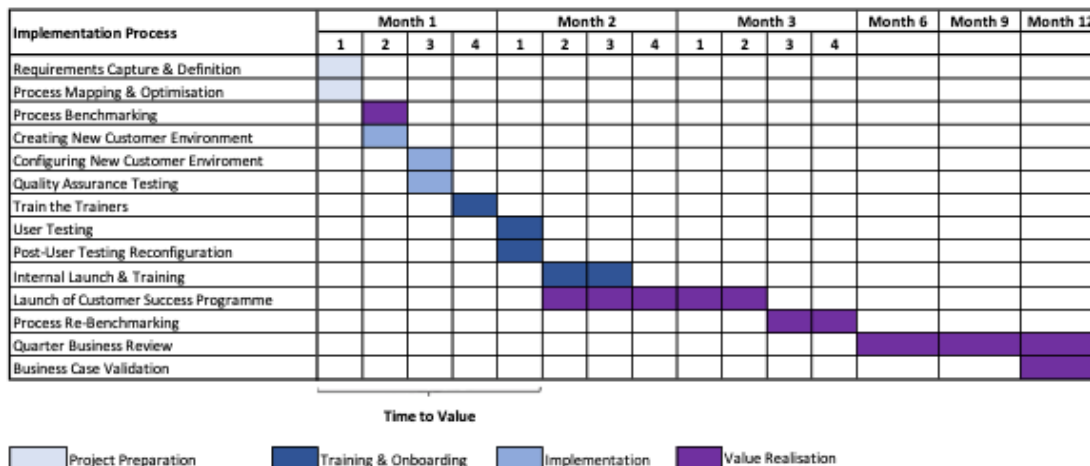
- Minimise business disruption
- Reduce time to value
- Enable early and sustained benefit realisation

Customers begin to see tangible improvements in performance and confidence in a short timeframe.

"It's been amazing. The eCase team is always on hand to go through things and use their expertise to make sure our process is always improving. Nothing is ever an issue, and they're always looking to make sure we improve as a team."

Alexandra Robinson, Complaint Resolution Team- Lead Adviser, Natural England

Figure 1. Example eCase Implementation Project Plan



Training that drives adoption

Successful transformation depends on users understanding both how to use eCase and why the change matters.

The EXG places strong emphasis on efficient, effective training, with a recommended Train the Trainer model.

Through this approach:

- Core super users and administrators are trained in depth
- Knowledge is cascaded internally in a way that reflects real working practices
- Organisations retain capability and reduce long-term dependency

Training programmes are tailored to:

- User volumes and roles
- Workflow complexity
- The scale and impact of business change

Fivium's experienced trainers ensure users are confident, capable and ready to adopt new ways of working.

Customer success: Continuous value, not one-off delivery

Fivium believes successful services go far beyond technology delivery.

The EXG is specifically designed to support the expectations set out in Managing Public Money by ensuring that benefits are:

- Clearly defined and owned
- Measurable using consistent, repeatable metrics
- Actively monitored, reviewed and optimised over time
- Evidenced in a way that supports scrutiny, audit and senior decision-making

This enables customers to demonstrate that their investment in eCase represents proper use of public funds, delivers value for money and achieves intended outcomes.

"The EXG has always been on hand. Any questions we've had have been answered instantly and we get great best practice recommendations to support us on our continual improvement journey."

Lesley Cooper Customer Complaints Manager, North Lincolnshire Council

Hosting

eCase is provided as a fully hosted SaaS application. Fivium only use hosting and network infrastructure that meets the rigorous requirements of public sector information assurance in line with the Government's Security Policy Framework through adherence to NCSC Cloud Security Principles, ISO/IEC 27001-aligned controls, Cyber Essentials Plus certification, and UK GDPR-compliant data protection measures. Our current primary hosting partner is Amazon AWS, with Microsoft Azure used for some optional services.

Specific information about eCase infrastructure including software technology, virtualisation and infrastructure design can be provided upon request. This information is sensitive to the security of the application and is therefore not included in this document.

Data Import / Extraction During Onboarding & Offboarding

Case data can be imported and exported using a template Spreadsheet which Fivium will provide.

Fivium can provide further data migration assistance for converting legacy data into the eCase required format. This exercise may incur costs which will be charged according to the complexity of the legacy data.

"Sometimes in government departments you get an off-the-shelf package that says it does certain things. Our experience has been that they never do what they say they do. eCase is different, it does what it says it does... and so much more - it's a complete service, end-to-end. The team absolutely love it!"

Ruth Heggarty, Operations RAR Hub Manager, Department for Work and Pensions

"eCase has been a godsend. It's been a lot easier to see the whole process from start to finish. It is like having another member of the team; with it, we are now able to spend more time doing higher-value work (such as redacting large and complex document sets) rather than worrying about the basic processes".

Charlotte Spencer, Senior Information Governance Officer, North Lincolnshire Council

Customer Support

eCase is delivered as a fully managed SaaS platform, with telephone and email support delivered by our friendly service desk team based in London.

Service Management

Fivium manage the full eCase service provision including monitoring, maintenance and support using ITIL best practice techniques. A customer's first point of contact for any support or technical issues will be the Fivium Service Desk.

In addition to responsive support enquiries, the Service Desk produces a service report (the frequency of which will be dependent on the service model adopted) presenting:

- Incident and service request analysis
- Service availability record
- Details of P1 and P2 incidents
- Performance against SLAs
- Security incidents and breaches
- Capacity status – including number of cases in period
- Service calendar of key dates and events

Service Improvement

Fivium work proactively with customers to identify service improvement opportunities and continuously monitor all relevant systems to ensure interruptions to the service are minimised. This enables Fivium to continually improve eCase's performance through more efficient or effective use of technology.

Service Integration with Other Suppliers

As a true cloud service, eCase is designed to have minimal integration with your corporate ICT environment. However, Fivium fully understands the importance of, and has a successful track record in, working with our customers' ICT teams and suppliers to integrate eCase into secure complex government environments. Throughout any integration work we ensure formal change control and service management procedures align with ITIL best practice.

Maintenance Times

Fivium will use commercially reasonable endeavours to make eCase available 24/7, except for:

- a) Scheduled maintenance carried out during a regular maintenance window, such as backups, database administration and log processing (Table 2).
- b) Planned downtime performed outside core business hours, provided notice of such events are issued six hours prior (Table 2).

Table 2. Details of Scheduled Maintenance & Planned Downtime Time Period

Day	Scheduled maintenance periods		Planned downtime for upgrades	
Monday - Friday	8pm	4am	6:30pm	4am
Saturday – Sunday (and public holidays)	8pm	4am	Midnight	11:59pm

Support Desk

The eCase support desk will be available 99.9% of core support hours for each eCase service, and an automated service will be provided out of hours, so problems can be reported. The support desk has a dedicated phone number (available to eCase Plus, eCase Advanced and eCase Premium customers) and email address.

eCase is available but unsupported outside these hours, except for scheduled maintenance outages.

Any support issues received out of hours will be logged and / or actioned at the start of the next period of core support hours.

Service Levels for Core eCase

Response and resolution times shown in Table 1 for each service model are elapsed hours within the supported hours' time frame from when the call is raised. Service levels apply to the production service only.

Table 3. Service Level Impact Definitions

Priority	Impact Definition	Service Level Target
P1	Complete loss of eCase or serious performance degradation rendering eCase unusable. This includes degradation that renders the customer organisation unable to carry out the complete business function provided by eCase.	95%
P2	An incident which causes a significant performance degradation, or complete failure, of a part of eCase which is essential for timely case processing. For example, failure to create any new cases, all notifications prevented from leaving eCase, or all users in a particular physical location unable to access eCase. Complete failure of a non core eCase component such as eCase Sync, eCase Redact, eCase Email Scraper etc. will not constitute a P2.	95%
P3	A degradation or partial failure disrupting a critical high level business activity or preventing a significant number of cases being processed. Incidents caused by customers working in a non-standard manner e.g. using shared accounts, will not constitute a P3.	95%
P4	A degradation in functionality which prevents users performing an essential business process on a limited number of cases.	95%

Priority	Impact Definition	Service Level Target
P5	Any incident not covered by the above	NA

Target percentages, in Table 3, are based on an average of issues raised within a priority banding, taken over the preceding 12-month period.

Note that:

- a) When an incident is referred, we will undertake the necessary classification, investigation and diagnoses, and confirm the allocated priority or re-prioritise, depending on the stated business impact and urgency required. The allocated priority will determine the resolution timescales and service level targets within the core business hours. Customer service management will retain the responsibility to decide the priority given to any particular incident where the initial prioritisation is disputed or questioned.
- b) The service level agreement (SLA) clock will start when we receive the incident.
- c) The SLA clock will stop when Fivium have advised the user that the incident is resolved.
- d) A resolved ticket is defined as the point at which the user is able to proceed with the task or process that caused the incident to be raised, this may be a full fix, temporary fix or workaround.
- e) The SLA clock will be paused whilst we are awaiting further advice from the customer where this is required to resolve an issue.
- f) Incidents referred outside the core business hours will be addressed by Fivium support teams at the start of the next period of core business hours and service levels will not apply during this period.
- g) Incidents reported prior to a period of additional out-of-hours support will only be subject to the core business hours (not the additional out-of-hours period) for SLA reporting.
- h) Where the cause of an incident cannot be determined and a permanent fix cannot be applied in a timely manner, we will implement a workaround to meet the service level requirements and, subsequently, work in partnership with any other support functions to find and apply a permanent resolution for the incident as soon as reasonably practicable.
- i) Should we need to refer an incident to a nominated 3rd party in order to find a suitable resolution the SLA clock will not be suspended unless prior agreement and approval has been obtained from you.
- j) Only incidents resolved, or where a workaround has been implemented, within the reporting period, will qualify for reporting against the service level targets.
- k) Incidents with a root cause attributed to another party will not count against Fivium's availability regardless of whether the application is affected.
- l) Service levels are provided (unless mutually agreed) on the basis that customers are on the latest release or release immediately prior to the latest, with the exception of eCase Premium customers who may have a maximum of 4 week, pre-agreed, Change Freeze in place.

A major outage report will be provided upon request following a P1 incident.

Fivium will not be responsible for any failure to achieve Service Levels where that failure results from any act or omission of the Customer or from any failure of the Customer to abide by any of the terms of their Agreement, or where such failure results from any system, network or communications infrastructure (including the internet) for which the Supplier is not directly responsible.

Service Levels for eCase Public Services

eCase has a range of optional public facing services which provide a rich end-to-end customer experience for your citizen end users. These eCase public services include:

- **eCase Capture** – a comprehensive set of case type specific integrated webforms for efficiently capturing and processing requests
- **Secure Share** – for securely and cost effectively sending sensitive responses to requesters
- **Disclosure Log** – for proactively publishing FOI responses and reduce case volumes

Table 4. Service Level Impact Definitions

Priority	Impact Definition	Service Level Target
P1	Complete loss of an eCase public service, or serious performance degradation rendering the service unusable. This includes degradation that renders end users unable to carry out the complete business function provided by the service. For example, failure to submit any webform requests, or download any files from secure share.	95%
P2	An incident which causes a significant performance degradation, or complete failure, of part of an eCase public service which doesn't prevent users being able to achieve the primary function of the service. For example, a complete failure the postcode look up service, but where manual data entry is possible; or a subset of screens taking longer than 30 seconds to return.	95%
P3	A degradation or partial failure preventing a small number of users successfully using the public service for a small number of specific use cases. For example, users having trouble with a certain data-specific journey or a small number of file downloads not working.	95%
P4	A cosmetic error which does not prevent users from successfully using the service.	95%

Target percentages, in Table 4, are based on an average of issues raised within a priority banding, taken over the preceding 12-month period.

Note that:

- The service level target is calculated for each separate service individually.
- Service levels are subject to the Regular Service hours of the customer's eCase subscription level (see table 1 eCase Service Model Matrix).
- If there is an incident which affects the interface between a public service the customer-facing eCase application, and which does not directly affect the public user, then the standard eCase service levels apply.
- SLA metric for Public Services are only included in the regular service report for Premium customers.
- Any requests for changes to public services, which cannot be met through in-built configuration, will need to be raised as a change request and may be chargeable.

A major outage report will be provided upon request following a P1 incident.

Service availability

The Services are subject to the availability of the infrastructure hosting provider but the Supplier will use its reasonable endeavours, subject to the foregoing, to provide availability of the Services for 99.9% of the time between 8am and 6:30pm Monday to Friday excluding UK public holidays.

“Our implementation was very smooth. With the help of eCase’s certified change management practitioners, we were able to easily use our existing FOI process with eCase and adapt it, as previous elements, such as the use of spreadsheets, became redundant. The team continue to be very responsive to any queries we have and ensured our eCase setup was seamless.”

Claire Jacobs, Information Governance Officer, Herefordshire Council

“As customer service goes, it’s been amazing. The eCase team is always on hand to go through things and use their expertise to make sure our process is always improving. Nothing is ever an issue, and they’re always looking to make sure we improve as a team.”

Alexandra Robinson Complaint Resolution Team- Lead Adviser Natural England

Contact Us

For further information about eCase, please contact our enquiries team, using the details below, or visit ecase.co.uk

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Company Information

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Company Registration Number	05775733
Email Address	enquiries@fivium.co.uk
Website	www.fivium.co.uk

Fivium also deliver a wide range of digital applications services, so ask us about this too.

Case Studies

Case studies representing a wide range of public sector organisations which have implemented eCase are available at <https://www.ecase.co.uk/case-studies/>