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Crown Commercial Services

Service Definition – Govtech Digital Process Automation

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1 Digital Process Automation Overview

Govtech's Digital Process Automation services for Local Authority Revenues & Benefits departments comprises the following components:

- webCAPTURE Revenues automation for Council Tax and Business Rates
- webCAPTURE automation for Benefits (HB/CTR)
- UC CTR CLAIMSUC Council Tax Reduction Claims (UC CTR CLAIMS)
- UC Council Tax Reduction Discounts
- webCAPTURE Portal for Revenues and Benefits
- IDP Inbox Assistant for R&B

Our hosted automation services integrate with and/or automate transaction processing in back-office Revenues & Benefits systems and update associated client records in Document Management systems and, optionally, Customer Experience Platforms, or CRMs.

Routine clerical checking is automated so that transactions which validate against existing records and pass business rules are automatically processed without human intervention and associated document renditions are Completed and Archived. If validation checks or business rules trigger intervention, the item is pended, classified as High, Medium or Low priority and a PDF rendition which explains why intervention was triggered is sent to a work queue. So, Assessors and Officers look only at items that require their expertise. Everything else is automated.

Each service is configured by Govtech to support local business rules, so you can decide what should be automated and what needs to be referred. Govtech's R&B experts guide you through completion of a Configuration Workbook. The configuration of the service is undertaken and maintained by Govtech. Configuration changes are performed within 24 hours and at no cost.

Otherwise, there is no new software to implement and no new technology to master; web form content and other files and documents are securely routed to Govtech over its secure, virtual private network and, once validated and business rule checked, content is returned and loaded into your systems and automatically processed. As all the services are hosted, implementation is swift and easy, with little call upon stretched ICT resources.

Govtech tracks what happens to every transaction. Customer automation rates are published. Customers can generate their automation reports and are encouraged to compare their performance with peers. Govtech also provides regular post implementation Service Reviews at no cost to analyse and compare performance and provides advice on optimising business rules to maximise safe automation.

In 2024-25, over 43 million online Revenues and Benefits interactions were fully automated for councils using Govtech's Digital Process Automation services.

"For more 10 years, they have delivered end to end automation in a complex Revs & Bens world. We know how hard that can be amid constant change but we don't need to school them. They understand the business. They are a genuine pleasure to deal with and we can't envisage a better solution." **Neil Jamieson, Head of Service, Edinburgh City Council**

"What we found as we went along was that they are experts in the field in which they practice, Revenues and Benefits automation. I was particularly struck by the focus they placed on 'value'; that what they are doing, the problems they are solving, must generate a return that we can measure. Their people are credible and the partnerships they have forged will have a major role to play in the continuing modernisation of the council." **Peter Honeywell, Transformation Architecture Manager, Plymouth City Council**

2 Digital Process Automation Solutions

2.1 webCAPTURE

webCAPTURE is our Digital Process Automation service for Council Tax and Business Rates (Revenues).

2.1.1 webCAPTURE CORE

webCAPTURE CORE is the base bundle of integration modules which automate processing in the Revenues & Benefits system. It handles day-to-day high-volume transactions for:

Council Tax

- Direct Debits
- Single Occupier Discounts
- Moves In / Out / Within (incorporating Unoccupied Discounts, refunds & credit transfers)
- Small Landlords - Change of Tenancy
- Copy Bill Request
- Cancel Single Person Discount
- Email acknowledgements – Forms & DDs
- Register for eBilling
- Auto-indexing of associated document renditions

Business Rates

- Direct Debits
- Move In / Out
- Copy Bill
- Register for eBilling

webCAPTURE CORE is supplied with a comprehensive suite of Revenues web forms. See 2.2 below. Alternatively, it accepts content from any online forms that can produce xml, as well as files sent by Landlords (e.g. spreadsheets containing weekly tenancy changes).

2.1.2 Additional webCAPTURE Modules

Additional Modules may be added to webCAPTURE license at additional cost. These additional modules include automated processing in the Revenues & Benefits system of the following transactions:

Complex Modules

- Large Landlord Schedule (bulk changes of address in Excel / CSV format)
- Student Discounts/Exemptions
- Review Single Person Discount
- Contact Us
- Benefits web Forms
- Benefits Integration
- UC CTR Claims
- UC CTR Discounts

Simple Modules

- Evidence Upload
- Pre-summons Payment Arrangements
- Post-summons Payment Arrangements
- DD for Sundry Debts
- Refund applications
- CT Move-in from new Benefit Claim (requires Benefits Forms and Integration)
- Small Business Rate Relief (SBRR)
- Retail/Hospitality/Leisure (RHL)

2.2 Revenues Web Forms

Govtech's suite of fully dynamic and comprehensive pre-built online forms for Revenues were designed and are maintained by R&B practitioners. The forms merely require localisation for each council (colour scheme, logos, privacy statements, etc), enabling our automation services to be rapidly implemented. The forms can be linked to third party CX/CRM systems, including the Granicus govService portal, and/or can be deployed within or outside a customer portal.

As a Digital Process Automation solution, webCAPTURE operates completely independently of web forms, however, so it can accept content from any contemporary third party or inhouse developed web forms which produce xml in an agreed format.

2.3 Benefits Forms and Integration

Our Digital Process Automation modules for new Benefit claims, Changes in Circumstance and ancillary/discretionary Benefit schemes such as the Household Support Fund can be deployed with or without webCAPTURE Core Modules. It handles the receipt, validation and loading into the Benefits system of new Claims for Housing Benefit and/or Council Tax Reduction. Content and attachments from Change in Circumstance, ancillary scheme forms and Post-Dated Evidence Upload forms are auto-indexed into the Customer's document management system only, using standard vendor-supplied APIs.

Content can also accept content from any vendor's online web forms which produce xml in National Benefits Schema format.

Each new Claim is validated against existing customer records in the Benefits system, and the claim is subjected to hundreds of Benefit regulations and business rule checks. It then loads each claim into the Benefits system without human intervention, using standard vendor APIs.

Claims are effectively pre-assessed during the loading stage and are ready for assessment without further clerical checking. Associated document renditions and any uploaded evidence are auto indexed into the document management system. A comprehensive list of observations generated during validation and business rule checking is added to the document rendition of the claim to aid Assessors.

Customers using our Benefits automation service say that it helps Assessors to process 3 claims in the time it used to take to do 2, which helps to deliver a 50% improvement in Assessor productivity.

2.3.1 Benefits Forms

Benefits web forms include New HB/CTR/2AR Claims, Change in Circumstance and an Evidence Upload form for post-dated evidence submission. Govtech's suite of fully dynamic and comprehensive pre-built online forms for Benefits were designed and are maintained by R&B practitioners. The forms merely require localisation for each council (colour scheme, logos, privacy statements, etc), enabling our automation services to be rapidly implemented. The forms can be linked to third party CX/CRM systems, and/or can be deployed with webCAPTURE Portal for Revenues and Benefits.

As a Digital Process Automation solution, our Benefits automation service operates completely independently of web forms, however, so it can accept content from any contemporary third party or inhouse developed web forms which produce xml in National Benefits Schema format.

2.3.2 UC CTR CLAIMSUC CTR Claims and Discounts

UC CTR CLAIMSUC CTR is our Digital Process Automation service for the daily files of HB Stop and LCTR Change Notifications received from the DWP via ATLAS. These are used to create, manage and maintain CTR claims or CTR Discounts.

Vendor supplied import routines already enable councils to import these Notifications into the Benefit system and, provided they can match DWP records to Benefit system records, permit a degree of automation.

But much of that automation is designed simply to handle Notifications that are irrelevant to CTR and too much Assessor time is still wasted in manually matching, editing and/or reviewing Notifications that have no impact on CTR entitlement.

UC CTR changes this in several ways:

- It pre-matches and pre-assesses each Notification before these are presented to the vendor import module. Any irrelevant Notifications are removed and simply archived in the Document Management System.
- UC CTR can also amend data supplied by DWP to, for example, add-back deductions, disregard incomes, exclude tax refunds, etc so that the income that is loaded matches each Council's CTR scheme rules, without further amendment.
- UC CTR also enables councils to define what they regard as "significant changes" in relation to their own CTR schemes, including what changes in income are regarded as significant. It then filters out any Notifications that do not contain significant changes. Again, these are automatically archived in the Document Management system.
- A full audit trail of amendments and filtering is maintained.

One council, which has used UCCTR to filter out changes that are not significant has reduced Assessor workload by 68%. Another points to the elimination of multiple bills being issued to the same claimants following insignificant monthly changes in income.

A third council, using UC CTR-generated PDF renditions of Notifications, which present information clearly and in context to Assessors, say it has reduced by up to 16 minutes the time it takes Assessors to handle each Notification that does require their attention.

2.3.3 Council Tax Reduction Discounts (UC CTR Discounts)

UC CTR Discounts builds on UC CTR CLAIMSUC CTR Claims functionality to support Councils whose banded CTR schemes apply discounts to Council Tax, rather than applying a Benefit amount. This removes the need to load the daily files into the Benefits system, which inevitably creates work for Assessors.

UC CTR Discounts can use the daily feed of LCTR Notifications from DWP to identify and process new claims for CTR discounts and to automatically action changes which affect a claimant's discount band.

If the Notification requires neither, it is automatically archived in the Customer's document management using a standard vendor-supplied API.

As with UC CTR Claims, UC CTR Discounts can amend income information supplied by DWP so that this matches each council's own CTR scheme rules about what is counted and what is disregarded in calculating income.

UC CTR Discounts will identify in which income Band a claimant falls and, if a new claim, will award a CTR discount accordingly. If a change reported by DWP results in a change to the claimant's Band, UC CTR Discounts will automatically apply that change to the Council Tax account.

Discounts and amendments are loaded using standard vendor supplied APIs.

A full audit trail is maintained.

UC CTR Discounts is also supplied with Govtech web forms to capture CTR applications and changes from other citizens, i.e. non-working age and/or non-Universal Credit claimants.

2.3.4 Business Benefits

webCAPTURE, UC CTR Claims and UC CTR Discounts increase the productivity of benefits assessors and revenues officers by automating routine clerical tasks that consume time, freeing up skilled resources to focus on complex cases and exceptions.

Benefit assessors are typically 50% more productive, for example completing 3 claims in the time it used to take to do 2 and getting them right first time.

In Revenues, around 80% of manual processing activity presently undertaken by Revenues officers is fully automated, with officers prompted to work only

on cases that require their skills and expertise. Councils track and monitor their own automation rates. Govtech provides post implementation service optimisation advice and guidance to help councils maximise automation.

By automating data capture and routine clerical checking, quality and accuracy improves, low skill work that consumes time is taken away, leaving officers with a much narrower focus. More time is then spent on high value assessments and interventions. Fewer manual errors mean monitoring and error correction are also scaled back.

2.4 Scope of service for Benefits

Captures and validates electronic content from:

- Electronic claims from all the leading web form application vendors
- Changes in Circumstance
- Daily files of Notifications for HB Stops and LCTR Changes received via ATLAS

2.4.1 Supported Vendor Applications

webCAPTURE for Benefits can load new claims into

- NEC Benefits
- MRI Benefits
- Civica OPENRevenues

2.4.2 Supported Document Management Systems

Subject to Customers licensing themselves for the appropriate vendor's API:

- NEC Enterprise@Work
- ICLipse
- Civica W2
- Swordfish
- Any other mainstream DMS with a suitable API

2.4.3 Supported Web Form Applications

webCAPTURE for Benefits has its own web forms running on the Netcall Liberty Create platform but can accept content from any mainstream vendor's web forms, including:

- Granicus govService forms
- Victoria Forms
- Team Netsol (BECS)
- IEG4
- Looking Local (BetterOff)
- Any web forms which can produce xml in National Benefit Schema format, or in a format otherwise agreed to, or specified by, Govtech.

2.5 Scope of service for Revenues

2.5.1 Supported Transactions

webCAPTURE fully automates the following day to day Revenues transactions which have been submitted via web forms:

- Single Occupier Discounts
- Direct Debits
- Moves In / Out / Within, incorporating
 - Refunds, Credit Transfers and Unoccupied Discounts
- Copy Bill Requests
- Pre- and post-summons Payment Arrangements
- Generic Discounts and Exemptions
- Cancel/Review Single Person Discount
- Small Landlords/Managing Agents notify tenancy change
- Large Landlord Schedules - bulk changes of address
- Student Discounts

- CT Move In from new Benefit Claim
- DD for Sundry Debts
- Paperless Billing Registration
- Email acknowledgements
- Contact Us
- Refunds

2.5.2 Supported Web Form Applications

webCAPTURE Revenues has its own web forms running on the Netcall Liberty Create platform but can accept content from any mainstream vendor's web forms, including:

- Granicus govService forms
- Team Netsol
- Victoria Forms
- IEG4
- Any web forms, including In-house developed, which can present xml in a format specified, or agreed to, by Govtech
- Direct submission of Landlord-notified Tenancy Changes by “one stop shop” change of address companies working for managing agents and/or other landlords can also be supported (requires IDP Inbox Assistant). Examples of such companies include Good Lord, Help The Move, Billing Better, etc.

2.6 webCAPTURE Portal for Revenues and Benefits

2.6.1 Overview

webCAPTURE Portal for Revenues and Benefits is a secure portal for citizens, businesses and landlords wishing to access information relating to their Council Tax and/or Benefits accounts. It is built in the Netcall Liberty create platform and is hosted by Govtech. Users can view information such as their Council Tax or Business Rates Bill, Benefits account and notification letters, information relating to properties they may be managing, etc.

WebCAPTURE Portal for Revenue and Benefits is a restricted version of the full Netcall Liberty Create Citizen Hub, a full citizen portal solution for Local Authorities.

3 Information Assurance

webCAPTURE meets and exceeds Government Code of Connection Guidelines.

Govtech's Information Security Management System is accredited by the BSI as meeting the ISO 27001:2022 standard; the BSI audits continuing compliance bi-annually. Govtech's Technical Director is an accredited ISO27001 assessor. Govtech is Cyber Essentials certified.

Govtech's existing security procedures are also described at a high level in a Technical Description document, available upon request and copies of its ISMS policies and procedures can be made available upon request. Govtech's Privacy Policy and DPO contact details can be viewed on its website.

3.1 Govtech Processing Centre

The Govtech processing centre is in a secure building in Cirencester. Access to the building is controlled electronically; out of working hours, the building is locked, alarmed, CCTV monitored and covered by a local security response company.

Staff working within the processing centre are independently vetted and certified in accordance with Baseline Personnel Security Standards (and can be CRB checked where appropriate). The processing system is monitored by L.E.M (Login and Event Management system). Portable electronic devices belonging to processing staff must be placed in staff lockers.

Access to processing systems requires Active Directory authentication.

Govtech servers are locked down to prevent access from outside the processing centre and are protected by a series of two separate manufacturer's firewalls running 2-factor IPS (Intrusion Protection System) and monitored by LEM.

3.2 Disaster Recovery

- Govtech's processing environment is hosted in Microsoft Azure UK.
- Govtech's risk assessment and DR procedures form part of its ISO27001-accredited Information Security Management System.
- Govtech's services were not interrupted, nor were their Service Levels affected, by the Covid-19 emergency.

4 Service Deployment

4.1 Technical Service Description

webCAPTURE Revenues captures and transforms the data from electronic files and online forms, such as web forms completed by citizens or by internal council staff. It uses automatic processes to validate that information before loading it into council back-office systems. webCAPTURE dynamically interfaces with back-office systems to perform complex interactions which process the captured and indexed data appropriately in accordance with business rules. The processes are legislatively compliant and flexible enough to be configured to support local variances and schemes. webCAPTURE accepts content from any online web form provider capable of outputting data in xml format. webCAPTURE can be deployed with its own web forms designed, developed and supported by Govtech, or with either third party forms or an 'in-house' designed product. Integration with the back-office system is without human intervention. The automation of transaction processing greatly improves efficiency and maximises returns on the investment in the council's online presence. webCAPTURE transforms data collected from, for example, a citizen portal, into an automated, end-to-end, business process solution.

Govtech quality assures the accuracy of data captured. Further validation takes place to index the data to existing records and derive other relevant information before the data is transformed into structured xml and loaded into the back-office system. Processing can be initiated in accordance with pre-determined, customer-defined business rules. webCAPTURE automation significantly reduces data entry and clerical cross-checking, transforming the productivity of Revenues & Benefits officers.

UC CTR CLAIMS and UC CTR Discounts are Govtech's digital process automation services for validating, filtering and pre-assessing HB Stop and LCTR files received by councils daily from the DWP via Atlas.

4.2 Service Deployment

All Govtech services associated with this framework are hosted in Microsoft Azure UK South and comply with NCSC 14 Cloud Security Principles and NCSC Cyber Assessment Framework (CAF). As well as ISO/IEC 27001:2022 and Cyber Essentials.

All the virtual drives used by Azure virtual machines are encrypted at rest by Azure platform managed keys, encryption is AES 256 and the same applies to blob storage accounts.

Data stored in storage accounts is protected by key encryption and is accessed across authorised private endpoints only. There is no public access. Additionally, RBAC (Role-Based Access Control) security model ensures that only certain people can access storage accounts. Access to data held in databases is role restricted and secured by login permissions and Entra authentication with MFA.

Govtech cloud services communicate with the customer over a Virtual Private Network (VPN) which terminates on the customer's firewall and only certain ports are allowed to connect through to the Govtech server onsite (known as Local Host and usually a virtual machine supplied by the customer) and back-office systems.

Data in transit over this link is protected as a minimum, by AES 256 Encrypted by PSK (Pre-Shared Key), with SHA 512 Authentication with minimum of DH21 and uses TLS 1.3, which is far greater than NCSC government guidelines.

The local host is constantly monitored and patched by Govtech's Azure Cyber Defence systems over the VPN.

Microsoft Azure provides physical resilience and availability, and our service is available 24hrs/day 7 days per week.

Our services cannot be accessed by our customers, only Govtech staff, who require Microsoft Entra authentication with MFA to gain access to registered secure machines in our network during working hours based on role.

Threat intelligence is monitored, reported on, recorded, and reviewed by the Security Work Group (SWG) and the service improved in line with new emerging threats together with delivering a comprehensive security training to our staff in line with the requirements of ISO/IEC 27001:2022.

Configuration management processes are in place to ensure the integrity of the solution through development, testing and deployment as described above through the RFC systems and change board.

Extensive Cyber Defence and real-time monitoring systems have been deployed in the Govtech Azure estate included but not limited to:

- Microsoft XDR
- Microsoft Defender and Defender for Cloud
- Microsoft In-Tune
- Microsoft Purview
- Microsoft M365 Enterprise E5
- Microsoft Entra Protection.

Govtech constantly maintains and monitors a posture score across the estate to ensure that our target of does not drop below 85%, well above Government recommendations.

All Govtech systems require Microsoft Entra credentials with MFA to gain access.

Govtech Helpdesk

The Govtech Helpdesk uses AES-256 SSL encryption.

Documents and data are encryption during transmission using the sites SSL and encrypted by Microsoft Azure Transparent data encryption that protects the data at rest.

The Helpdesk system also uses Microsoft Advanced Data Security which includes Advanced Threat Protection.

Security

Data Protection and Security are one of the cornerstones of Govtech service delivery.

Govtech employs the latest state-of-the-art multi-vendor threat defence and logging systems to protect Govtech from threats and the customers data while in transit and at rest.

Govtech also employs two certified Data Protection Officers.

4.3 PEN Testing

Govtech's services are penetration tested annually by CREST, an accredited supplier. Support and Maintenance

Govtech provides all support and maintenance of the equipment it provides to run the service, or virtual machine supplied by the customer in terms of patching, security and monitoring,

4.4 Govtech Physical Security

Govtech premises comply with ISO/IEC 27001:2022 physical security standards.

5 Service Management and Constraints

webCAPTURE, UC CTR CLAIMS and UC CTR Discounts validation and loading services are provided during Business Hours of 9.00am to 5.00pm on English Business Days.

Self-service transactions are available on a 24 x 7 basis for submission of service requests, but these will not be loaded or processed until the following Business Day.

Self-service reporting utility and web help desk reporting is available on a 24 x 7 basis.

Routine maintenance is performed outside Business Hours, unless in the event of an emergency.

6 Service Level Arrangements

6.1 Content Capture

webCAPTURE is designed to manage data received that cannot be "trusted", i.e. from unauthenticated users. It expects the data to require validation and that it will not exactly match existing system records. This makes webCAPTURE inherently suitable for validating self-service requests, or data originating from third parties, such as DWP.

webCAPTURE can be supplied with its own portal, which supports SSO, or it can be fully integrated with authenticated citizen portal "My Account" facilities, which may include both pre-population of web forms and update of citizen portal, both with web form status and, if submitted, with the outcome of transaction processing in the core system.

6.2 Standard Service Level Target

Service level arrangements are designed to reflect business need and the criticality of documents being processed. The standard Service Level Target aims to ensure that:

- Content is returned within 8 Business Hours of receipt by the Govtech processing centre

In practice, most content is returned and loaded in around two working hours, with the vast majority loaded on the same day as receipt.

6.3 Service Credits

Service credits are not offered for webCAPTURE.

7 Training

Training services are not applicable as services are fully hosted and limited to the exchange of documents and content. Customer users do not log in to Govtech systems, other than to generate reports or log a call with the Help Desk; Govtech systems pass data to customer systems using standard vendor-supplied APIs. Robotic Process Automation is not used.

It is common for customers to amend their own internal working procedures to reflect the reduction in tasks, steps and workload that flow from adopting Govtech's Digital Process Automation services.

8 Ordering and Invoicing

Customers will sign a GCloud Order Form prepared by Govtech based on the agreed scope of service.

Govtech will require a formal Purchase Order to be issued, against which invoices will be raised in accordance with the standard GCloud payment profile.

9 Termination of Service

At the end of the agreed term, services will cease, unless otherwise agreed or renewed. Govtech will support a 'grace period' of up to one month for any 'in-transit' transactions to be cleared down.

Govtech will disable its Loaders, disconnect the VPN comms line and decommission the virtual Local Host.

Data restoration and/or service migration services are not applicable.

10 Client Testimonials

Harrow Council winner of the Municipal Journal Award for Innovation in Channel Shift.

"Govtech have an expertise in revenues & benefits and the service that they offer is unique. They offer not only the technical expertise, but also the business knowledge. We know that we couldn't do what they do inhouse"

"You can't argue with the savings, and we get high levels of automation for revenues, because we've tried to make it as simple as possible for the customer. Customers can go online, fill in and submit a form, and that's often as much as they need to do. For our teams, there's little to no manual intervention and 24hrs later a bill appears. We don't want to put barriers in the way, and Govtech make it all happen in our revenues & benefits system. We want to focus on doing what councils should be doing: telling you about bin collections and local services. We are good at the customer stuff in house, so Govtech takes away much of the repetitive work, and lets us focus on the things that really matter. Govtech helps us create savings whilst improving customer service." **Ben Jones, Programme Manager – Digital Services, Customer Services and Business Transformation**

Kirklees Council deployed webCAPTURE in March 2014. By November, 36 former Billing staff were working generically and engaged in Recovery activities; a new team was working exclusively on clearing £19m arrears; 48% of telephone calls were resulting in a payment to the Authority and the collection rate was up by 1% (£1.5m). In Sept 2015, the collection fund was £3m in surplus.

"webCAPTURE has enabled us to shoulder a greater burden and achieve a new set of targets and challenges, when CTR and other changes mean that collection has become more difficult, and the work associated with collection activities has risen significantly." **Steve Bird, Head of Welfare & Exchequer Services**

Sandwell Council has used Govtech's eCAPTURE service since 2007. In 2014, it deployed webCAPTURE and, in 2022 extended the service to 2026.

"Revenues and Benefits are at the forefront of transforming the way our customers communicate with the authority, as well as how they access information about revenues and benefits. Intelligent information can be provided which integrates directly with core systems removing the need for manual data entry and improving quality as a consequence. A customer can access the service 24/7 whether on the telephone or on the web, the result is that a customer can notify us of a change and within 24 hours receive an amended council tax bill via e-billing. This is the excellent level of service which we want to provide to our customers in Sandwell. Not only are we offering an improved level of service to our customers, but we are also doing it at a significantly reduced cost." **Melanie Dudley – Assistant Chief Executive**

Wakefield MDC, deployed eCAPTURE and webCAPTURE in 2017

"We were keen to explore how we could reduce the amount of time spent on manual data input, so we worked up a business case on how channel shift and automation could help us achieve that. We looked at various suppliers, and whilst other products were cheaper on paper, we settled on Govtech's webCAPTURE and eCAPTURE services, because they guaranteed an outcome." **Anthony Derbyshire, Business Development Manager**

Bristol City Council deployed webCAPTURE in July 2016. In the financial year ending 31st March 2018, online take-up levels have reached around 80%. webCAPTURE handled over 71,000 online transactions, including over 47,000 Council Tax changes of address. The City also achieved its best ever Collection Rate, finishing top amongst Core Cities and has renewed its service in 2020 for up to 4 more years.

“Your business support is even more appreciated at this time as my administration is challenged to meet new priorities daily. The partnership with Govtech is pivotal.” **Martin Smith, Head of Revenues, Bristol City Council**

11 Standard Support

Netcall provides a service desk through which all incident and service requests can be raised, together with a fault resolution service.

These requests are made via:

- Phone: Call the Service Desk directly on 0330 363 0300
- Email: to support@netcall.com, or
- Submission via the [Netcall Community Support Portal](#).

Our dedicated support team staffing our Service Desk comprises:

- 1st/2nd line team, skilled in the platform and software user-support, diagnosis, advanced application troubleshooting, upgrades and configuration.
- Escalation is to dedicated resolver groups and/or 3rd line team experienced with in-depth troubleshooting.
- For higher level analysis at the software debug level, the support team escalates to a software development engineering team.

Netcall's support personnel are trained to support the full range of Cloud Hosted solutions offered by Netcall.

Netcall's service desk processes all requests in accordance with ITIL Incident Management Practices, which are embedded within the Netcall helpdesk.

Netcall logs, categorises and prioritises each incident within the initial triage process according to the agreed priority definitions, in consultation with the customer. Netcall will use reasonable endeavours to correct material, reproducible and documented errors in the Cloud Hosted solution (whether by fix, workaround or new release). All reported incidents are prioritised according to the following definitions and associated matrix.



Impact

High: Total loss (unavailability) of the service, or suspected information security issue, or data breach has been identified.

Medium: Service operable but with loss of substantial system functionality or performance, but workaround available.

Low: Minor or cosmetic issue with no material impact to service operation.

Urgency

High: Critical business operations cannot function.

Medium: Critical business operations are operating in limited manner.

Low: Business operations not materially impacted.

Having assessed the impact and urgency of an incident, the Priority of the incident is allocated based on the following matrix:

Table 1 - Priority levels by impact and urgency

		Impact		
		High	Medium	Low
Urgency	High	P1	P2	P3
	Medium	P2	P3	P4
	Low	P3	P4	P4

The following table shows the target response and resolution times based on the Priority:

Table 2 - Incident Response and Resolution Targets by Priority

Priority	Operating Hours	Incident Response Target	Incident Resolution Target
P1	24/7	15 minutes within Operating Hours	6 Operating Hours
P2	Standard Service Hours	15 minutes within Operating Hours	2 Business Days
P3	Standard Service Hours	4 Operating Hours	10 Business Days
P4	Standard Service Hours	4 Operating Hours	20 Business Days

All response and resolution targets are based on time during Operating Hours and are estimates which Netcall is obliged to use reasonable endeavours to achieve.

Operating hours means the time period during which incidents will be actively worked upon and which is used for the purposes of measuring performance against incident resolution and response targets.

Standard Service Hours are (UK local time) Mon-Fri 08:00-18:00 (exc. UK bank holidays).

Support and Maintenance Services only covers the standard Cloud Hosted solution and do not cover customer created applications (including applications built by Netcall on customer's behalf) and/or customer's own technology and/or internal infrastructure, nor does it provide free training and/or provide consulting on customer created applications (including



applications built by Netcall on customer's behalf) and /or content such as views, reports, configurations and/or third-party technologies and/or services.

12 Extend your Liberty Solution

Liberty is the AI-powered platform for transformation, bringing intelligent automation and customer engagement together. With its trusted low-code application development and communications tools you can build faster, connect better and transform how work gets done without complexity.

Liberty Converse CX can operate as a standalone omnichannel contact centre or integrate with the wider Liberty Platform to extend functionality when required. This modular approach allows organisations to add automation, AI and low-code capabilities without replacing existing systems.

Optional extensions include:

- Rapid application development with **Liberty Create** – an enterprise low-code application development platform that enables transformation of processes, deployment of case management workflows and delivery of digital experiences that make lives better for employees and customers.
- **Jadu** helps organisations deliver accessible digital services through web content management, online forms and customer relationship management tools that require no coding.
- With intelligent AI powered **Liberty RPA** (Robotic Process Automation), you can streamline your processes and boost efficiency. Liberate your people to use their talents better by releasing them from time-consuming, mundane, repetitive tasks.
- Enable the total experience with **Liberty Converse CX** – next generation contact centre solutions which redefines how organisations engage with their customers. Blend digital automation with human interaction.
- Analyse, understand and manage business processes with **Liberty Spark** – the effective and connected way to rapidly document, analyse and

continuously improve business processes at scale. Accessible and understood by everyone in an organisation.

- Turn unstructured content into structured, usable data — fast with **Liberty IDP**. With our AI-powered intelligent document processing solution, that data can then drive applications, trigger workflows and power smarter decisions across the Liberty platform.
- Anticipate and address potential rent payment challenges before they escalate with **Rent-IQ®**. Predictive analytics mean you can identify at-risk tenants and proactively engage them with early warnings and tailored support. Get a free, no-obligation product tour.
- Automate at least 80% of the work associated with processing online Revenues & Benefits transactions with **Govtech**. With our digital process automation services, you can free up skilled resources and focus their time and expertise on vulnerable customers who really need assistance.
- No longer worry about keeping your contact details up to date, secure and efficiently managed with our **Directory**. As a secure, centralised digital address book, it stores, manages and organises up-to-date contact details for employees, sites, and departments.
- Optimise clinic utilisation and improve patient access through digital engagement and intelligent scheduling with **Liberty for Health**. It combines digital self-service and rules-driven booking automation to reduce DNAs, accelerate rebooking, and maximise capacity usage across diagnostics and outpatient services.
- Streamline and optimise demand management in social care with **Liberty for Social Care**. By leveraging advanced technology and AI-driven insights, it empowers local authorities to manage resources efficiently, provide proactive care, and enhance communication with citizens.

All Liberty components share a common governance framework, security standards and integration-ready architecture, ensuring compliance and resilience across your digital ecosystem.

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Should further information be required, please contact:
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