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Crown Commercial Services

Service Definition – Rent-IQ®

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1 Introduction

We believe passionately in public service and enabling the public and social housing sector to deliver great citizen-centric digital services.

In our 20+ years, we have built a record of trust across the public and social housing sector.

We believe that the right solutions help housing providers unleash their potential to deliver exceptional citizen and staff experiences every day. We're committed to enabling housing providers to drive digital transformation, how and when they want to, by giving them tools that support their digital autonomy.

Rent-IQ® is a software solution designed to analyse rent payment patterns. It uses algorithms to study how people make payments, identify trends, and predict which tenants risk falling behind on payments. This predictive information can help income collection staff take swift action to prevent payment issues.

Social housing providers are under constant pressure to ensure that they maximise their income collection and that the income collection costs represent value for money. If social housing providers fail to maximise their income collection or it costs too much to collect, then they risk having less money to build homes or maintain existing stock.

Rent-IQ® gives housing providers advanced capability to manage their income risk and prioritise income intervention action which maximises returns.

2 Overview of Rent-IQ®

Rent-IQ® is a software solution designed to analyse rent payment patterns. It uses algorithms to study how people make payments, identify trends, and predict which tenants risk falling behind on payments.

This predictive information can help income collection staff take swift action to prevent payment issues.

Rent-IQ® is built on the Liberty Create platform and addresses income collection issues in the following ways:

- Know which tenants will have trouble paying before it becomes a problem.
- Proactively and automatically warn tenants of the imminent issues and offer a helping hand.
- Recognise changes in tenant behaviour using AI-powered technology.
- Prioritise staff time on high-risk cases so resources are maximised.
- Automate case management to keep your revenue targets on track.
- Save time and money that would have otherwise been spent in debt collection.

3 What problems are solved by Rent-IQ®

Rent-IQ® is a software solution designed to remove the overheads for housing providers associated with managing the risk of rent arrears. It significantly reduces the cost to manage the income risk and significantly improves the efficiency of the staff managing income collection by:

- Reducing the number of manual tasks which income officers normally must deal with leading to improved productivity and better use of income officers' time.
- Enabling more straightforward integration with telephony and housing management software leading to seamless passing of data between core housing systems without the need to involve IT.
- Combining call handling, case management, prioritisation, predictive analytics, campaigns, workflows and reporting, into a single integrated solution.
- Facilitating the creation and modification of omnichannel outbound campaigns easy and straightforward to improve tenant engagement satisfaction.
- Producing up-to-date performance data that can also be pushed into third party reporting software giving full access to all the metrics required to effectively manage the income collection and arrears preventions processes.

Delivering all of this capability with a transparent, competitive and inclusive cost model.

4 How does Rent-IQ® work?

Rent-IQ® offers several important features to help with payment collections:

- **Data Integration:** Rent-IQ® can pull in data from your Housing Management and financial/payment systems to have all the necessary information in one place.
- **Tenant History:** It provides a complete view of a tenant's history, allowing Income Officers to check past payment data by gathering relevant information from various systems.
- **Payment Behaviour Alerts:** The system uses artificial intelligence to recognise changes in tenant payment behaviour and alert you about them.
- **Prioritisation:** Income collection officers can prioritise which tenants require attention, making it easier to provide support where it's needed.
- **Case Notes:** Advisors have an easy-to-use platform for updating case notes, ensuring that all relevant information is readily available.
- **Task Automation:** Rent-IQ® can automatically generate tasks for Income Officers, like the ability to make calls with call recordings linked to tenant records.
- **Proactive Communication:** You can target tenants with proactive messages through voice, email and SMS to encourage them to make payments or get in touch with the Income Team.
- **Payment Management:** You can create and manage payment plans and arrangements or handle tenancy terminations.
- **Case Management:** Easily manage repeat call lists for your advisors and monitor performance with detailed reports.

5 Delivery services

5.1 Delivery and deployment

Rent-IQ® runs in a hosted environment on Amazon Web Services (AWS).

Netcall provides Professional Service resources to support the delivery of Rent-IQ®. The number and type of resources varies according to the scope of the project, the technology being deployed, the setup and configuration requirements. The services are described in the following sections. All Services are charged as per the Rate Card.

5.2 Onboarding

On-boarding services includes the following deliverables:

Welcome documentation:

- Project initiation and establishing project governance.
- Initial data protection impact assessment.
- Include Community registration and access to eLearning.

Infrastructure operations:

- Commissioning the server environment and installing the Liberty controller.
- Initial snapshot app deployment and configuration to interact with Liberty Central.
- Providing networking support to establish connectivity to third party resources.
- Establish billing mechanisms and milestones.

Training:

- Rent-IQ® training is provided as self-paced eLearning.
- All customers need Create Essentials L1 and L2 training plus Tenant Hub/Citizen Hub Essentials if taking full Tenant Hub/Citizen Hub.

5.3 Engagement management

Engagement services are aimed at supporting the user to ensure successful delivery of their project. These services are offered on an annual basis to support for ongoing services. Engagement typically includes the following:

- Stakeholder engagement to ensure successful introduction and acceptance of the Rent-IQ® solution and all associated services.
- Provide an annual success plan including support for on-boarding staff and supporting the successful deployment of the solution.
- Support the development of application/service roadmap.
- Quarterly reporting and account meetings to understand service performance metrics and proposed improvement plans.

5.4 Integration services

Typical activities included in these services are:

- On Premise Adaptor setup and Housing Management System mapping.
- SSO for ADFS.
- Converse CX integration.
- Integration to a third-party telephony stack if not taking Converse CX (£POA).
- Integration to any other third-party interface (£POA).
- Integrating with cloud databases or where OPA configuration is non-standard (£POA).
- In flight case migrations (£POA).

5.5 Operational Acceptance Testing

Operational Acceptance Testing (OAT) includes the primary services required for service acceptance and pre-go live services including:

- Support for third-party security checks (penetration testing and vulnerability scans).
- Operational failover and recovery testing.

5.6 Project management

Project Management is responsible for the delivery of the contracted obligations and overall solution/services to agreed specification/scope, quality, budget and time.

Project management runs across the project lifecycle and is responsible for managing issues, change requests, risks and dependencies and reporting on progress at agreed intervals and escalating any items which present a risk to the project's success.

6 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.

6.1 Service Wrap

To complement the Citizen and Tenant Hub (CH/TH) frameworks, Netcall offers a managed Service Wrap to keep the solution up-to-date technically, including upgrades to the CH/TH framework, as well as up to 4 delivery services days to be called off for services like consultancy and “how do I” requests.

7 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.

Rent-IQ can operate as a standalone solution 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.
- 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.

8 Contact

Should further information be required, please contact:
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