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Crown Commercial Services

Service Definition –Directory

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1 Introduction

Directory is a central, trusted staff and department directory for organisations. It replaces fragmented lists with one source of truth and makes it easy for people to keep their own records accurate. The result is less admin, faster routing and smoother day-to-day operations.

It's a **standalone solution**, but it can **export** data for use in existing channels and local systems (e.g., contact centre and intranet) to extend value without disruption.

The service runs on **modern, secure technology hosted in AWS** and includes governed admin workflows, audit trails and scheduled reviews to keep data complete and compliant.

Key Outcomes:

- One directory for the whole organisation (staff, departments, wards) so teams aren't chasing multiple lists.
- Up-to-date records through staff self-service, smart prompts at login and automated email reminders.
- Lower administrative effort via bulk upload/edit, approval workflows and configurable review schedules.
- Better routing and communication because accurate contact details are available where they're needed.
- Easy integration with local systems through CSV export and APIs, plus optional nightly exports to contact centre/portal.

2 What is Directory?

Directory is a **standalone** staff and department directory for organisations. It gives you **one source of truth** for people, teams, wards and services, with simple self-service for staff and strong admin control to keep data accurate over time.

Purpose

- Replace scattered lists and spreadsheets with a single, trusted directory.
- Make it quick for **staff to update their own details**.
- Give **administrators control** with approvals, audit and scheduled reviews.
- Feed **accurate contact data** into the systems where it's used day to day (e.g., intranet, contact centre).

Who it's for

- **All staff:** review, confirm and update records in minutes.
- **Admins/Service owners:** manage data quality, approvals, reporting and reminders.
- **Operational teams:** route enquiries and referrals to the right person first time.
- **IT/Data teams:** export clean reference data to data lakes and operational systems.

What it includes (core capabilities)

- **One directory** for staff, departments, wards and services.
- **Automatic onboarding:** records created as users are set up.
- **Self-service updates** with **smart prompts at login** and **automated email reminders**.
- **Approval workflow** for pending changes, with **full audit trail**.
- **Bulk upload/edit** to speed initial load and ongoing changes.

- **Custom fields** and **visibility controls** (configure what's captured and who can see it).
- **Scheduled reviews** (e.g., every 90 days) to keep data fresh.
- **Reporting** on completeness, exceptions and overdue reviews.
- **Integration options:** CSV export and APIs; optional **nightly feeds** to local systems (e.g., intranet/portal, contact centre).

3 How it works

Simple, governed flow: import once, keep current through staff self-service and scheduled reviews, then share out to the systems that need it.

Staff experience

- **Automatic onboarding:** new users get a record created as part of setup.
- **Self-service updates:** staff review and update their details in minutes.
- **Smart prompts:** a nudge at login if something needs attention; email reminders if reviews are overdue.

Admin experience

- **Configure once:** set up record types (staff, departments, wards), fields and visibility rules.
- **Approve changes:** pending updates are reviewed and approved/rejected; every change is **audited**.
- **Bulk load/edit:** bring in initial datasets and make mass updates quickly.
- **Keep it fresh:** schedule review cycles (e.g., every 90 days) and monitor exceptions and completeness with reporting.

Data lifecycle

1. **Import** the initial dataset using agreed templates.

2. **Maintain** accuracy via self-service + approvals + scheduled reviews.
3. **Share** clean contact data through **CSV/API exports** or **nightly feeds** to local systems (e.g., intranet/portal, contact centre).

Integration

- Use standard **CSV** or **APIs** to push directory data to your data lake, intranet and operational tools.
- Optional **nightly exports** keep downstream systems in step without manual effort.

Governance & security

- **Role-based access** ensures people see and edit only what they should.
- **Audit trails** record who changed what and when.
- Hosted on **modern, secure AWS infrastructure** appropriate for NHS environments.

Service boundaries

- The Directory provides clean reference data; building or operating third-party systems that consume it is out of scope.
- Non-standard integrations and data cleansing beyond agreed import templates can be added via Professional Services if required.

Outcome: **accurate records, less admin, better routing** — and your existing tools benefit from cleaner data without disruption.

4 Delivery Services

Scope depends on **data quality** and how many sources you're consolidating.

- **Onboarding & data load:** pre-prepared import processes agreed between professional services and your local team.
- **Configuration:** fields, record types (staff, departments, wards), approvals, visibility rules and review schedules.
- **Integration setup:** CSV/API exports and (optionally) nightly feeds to local systems (e.g., intranet/portal, contact centre).
- **Project management:** govern delivery to scope, time and quality; coordinate stakeholders and change control.

A Solution Architect will **scope effort**. Where source data quality is poor, expect additional effort to transform and validate before loading.

Outcome: your directory is **stood up quickly, kept clean** through reviews and approvals, and **shared reliably** with the systems that need it—without disrupting what you already have.

5 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 times 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 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.

Directory can operate as a standalone service 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.
- 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.



7 Contact

Should further information be required, please contact:

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