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Crown Commercial Services

Service Definition – Liberty IDP (Intelligent Document Processing)

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1. Introduction

Liberty IDP enables you to **automate and optimise document workflows**, helping you redefine processes while **saving valuable time and resources**. By streamlining high-volume, low-complexity administrative tasks, it delivers measurable impact, reducing operational costs and freeing up teams to focus on higher-value work.

2. What is Liberty IDP?

Our solution empowers you to transform labour-intensive workflows into smart, efficient and scalable operations. Going beyond traditional automation, **it uses advanced AI to unlock the full potential of your data**, enabling precise document classification and extraction. You can also use values, conditions and logic within the data to trigger onward workflows in RPA or low-code applications.

By leveraging machine learning and natural language processing, Liberty IDP:

- ✓ Scans incoming communications or uploaded documentation.
- ✓ Suggests and identifies key information.
- ✓ Integrates into backend systems without the need for manual data entry.

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- ✓ Eliminates manual data entry and reduces the risk of errors.
- ✓ Accelerates processing times.
- ✓ Frees up staff to focus on higher-value tasks.

As part of your wider automation strategy, Liberty IDP **enhances operational efficiency, ensures data consistency, and supports scalable, digital-first workflows** across critical business functions.

Liberty IDP uses advanced AI to revolutionise document processing and unlock the full potential of your data, with benefits including:

- **Typically save up to 97% of time**[1] by automating document handling, reducing manual effort and operational costs.
- **Accelerate turnaround times** for customer onboarding, claims validation and accounts payable.
- **Smart AI for accuracy and speed**, eliminating the pain of manual document or image analysis.
- **Effortless document classification and data extraction**, tailored to your needs via prompt-driven AI control.
- **Scalable and flexible,** it adapts to the volume of your documents.
- **All-in-one solution**, integrating Liberty IDP with low-code development, robotic process automation (RPA)[2] and other tools to boost productivity and digital transformation.

3. What challenges do people tackle with Liberty IDP?

Our advanced, AI-driven solution automates the extraction and interpretation of data from unstructured and semi-structured documents, such as customer emails, PDFs, images and order forms.

Citizen/customer/patient correspondence

- Automates mail processing
- Classifies requests using AI
- Digitalises paper forms

Finance and procurement

- Processes invoices and orders
- Simplifies budget reporting
- Manages supplier documents

HR records

- Processes HR documents
- Tracks policy acknowledgments
- Automates payroll documentation

Regulatory compliance

- Automates FOI requests
- Manages records efficiently

[1] This is an estimate only based on customers' experiences.

[2] Ask your Account Manager if you'd like more information on how low-code development and robotic process automation can help you streamline your processes and boost efficiency.

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- Validates documents for audits

Environmental and planning

- Streamlines planning applications
- Manages project documentation
- Automates property records

Public consultation

- Processes consultation responses
- Manages feedback forms
- Analyses public sentiment

4. How does Liberty IDP work?

Document Capture: Scan or ingest documents from multiple channels including email, portals or paper.

Classification: AI identifies document types and sorts them automatically.

Data Extraction: NLP and OCR extract key data fields from documents, even in complex or unstructured formats.

Validation & Quality Control: Data is checked against business rules; exceptions are flagged for human review.

Integration & Automation: Extracted data is routed to workflows, CRM or ERP systems and can trigger automation processes.

Analytics & Reporting: Monitor document processing KPIs, track bottlenecks and improve operational efficiency.

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5. Delivery Services

Netcall provides professional services to support the delivery and implementation of Liberty IDP. Services include:

Onboarding:

- Welcome documentation, project initiation and governance setup
- Access to Liberty IDP training materials and Community resources
- Infrastructure and environment configuration for IDP deployment
- Joint configuration of first document types and bundles

Consultancy:

- Solution design and architecture advice
- Workflow and document process scoping
- Support diagnosing and resolving configuration or integration issues
- Support in setting up new document types, bundles and integrations

Success Management:

- Annual success plans for ongoing deployment and expansion
- Quarterly steering committees / QBRs with a focus on customer success
- Oversight of first live document processing workflows

Proof of concept:

- Identify quick wins, configure Liberty IDP for selected use cases and proof of concept integration, e.g., within Liberty Create.

Integration Services:

- IT and application architecture design for high-availability processing
- Integration with workflows, CRM, ERP and Liberty platform services
- Communications and data source configuration

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.

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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.

Liberty IDP 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, communication, 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.
- 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.

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:
bid.team@netcall.com

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