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Crown Commercial Services

Service Definition – Liberty Spark

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NETCALL

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1 Introduction

Liberty Spark optimises process discovery, enhancing engagement and understanding while improving accuracy and version control. Centralised storage and governance ensure consistency, while robust reporting uncovers insights for efficiency and automation opportunities across functions. Customers who buy it love its ease of use, time to value, immediate ROI, speed of approval/sign-off. Reducing overheads of administering process improvement.

Creating processes is often perceived as time-consuming and complex; managing them effectively so they don't go out of date is extremely difficult. It is often hard to make sense of the information and present it to the business in an easy-to-consume format. Processes are hard to find, out of date and hard to read. Teams that inherit processes from project teams often experience a loss of context and control over them.

Few tools enable processes to be mapped, centralised and connected to develop a culture of continuous improvement. The software available is often complex, hard to understand, and unintuitive. Process documents are typically produced with good intent but serve a one-time purpose (often for compliance), communicated and then filed away.

The ideal solution would empower process owners to document and continue improving processes in a consistent way that delivers real value to the business and with minimal disruption by removing duplication, eliminating errors and saving time. It will also pave the way to identify where process efficiencies can be made through automating certain stages.

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Begin your digital transformation journey by sparking your essential processes to life, without complexity. The effective and connected way to rapidly document, analyse and continuously improve processes at scale. Accessible and understood by everyone in an organisation.

2 Liberty Spark

Spark offers several important features to help with process improvement:

Supporting process discovery

- Identify process variations, dependencies, and inefficiencies for comprehensive analysis.

Visual insights

- Generate rich visualisations to provide a clear understanding of mapped processes.
- Visualise process flows, decision points, and resource utilisation to facilitate analysis.
- Gain actionable insights into process performance, bottlenecks, and opportunities for improvement.

Intuitive mapping interface

- Map processes with a highly collaborative and intuitive user interface.
- Create detailed process maps with drag-and-drop functionality.
- Use hierarchy to simplify complex processes.

Customisation and flexibility

- Customise process maps to align with organisational preferences and requirements.
- Modify labels, and annotations to effectively communicate process details.
- Adapt maps to accommodate changes in processes or business needs over time.

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Real-time collaboration

- Enable collaboration among stakeholders with editing, commenting and approval features.
- Facilitate communication and knowledge sharing to ensure alignment on process optimisation.
- Engage business users, IT professionals, and process experts in collaborative mapping workshops.

Analytics and optimisation

- Analyse process performance metrics such as cycle time, throughput, and resource utilisation.
- Identify optimisation opportunities and areas for improvement based on data-driven insights.
- Drive continuous improvement initiatives to enhance efficiency, quality, and customer satisfaction.

Integration and compatibility

- Seamlessly integrate with Liberty applications and workflow automation tools.
- Ensure compatibility with industry-standard file formats for easy sharing and collaboration.
- Connect Spark with analytics and process automation platforms for advanced data analysis and visualisation, efficiency, and cost savings.

Security

- Prioritise data security with robust encryption and access controls.
- Safeguard sensitive process information and ensure adherence to regulatory requirements.
- Implement audit trails and version control mechanisms to maintain data integrity and accountability.

Compliance

- Generate process maps that are used to demonstrate compliance against regulations e.g. ISO, ITIL etc.

Accessibility

- Access Spark from anywhere, anytime, with intuitive interfaces and applications.
- Enable remote collaboration and on-the-go process mapping to accommodate distributed teams.
- Stay productive and responsive even when working outside the office environment.

Scalability and performance

- Scale seamlessly to accommodate growing process discovery and mapping needs.
- Ensure high performance and reliability even with large and complex process datasets.
- Minimise downtime to maximise productivity, resources and efficiency.

Health check

- Monitor how healthy the documentation process is and audit its effectiveness.
- Validate how consistent the process is with your standards, how quickly it’s being honed and who it being owned by, and the people engaging with it.

Spark offers a powerful solution for organisations seeking to uncover, analyse, and optimise their business processes through process discovery and mapping capabilities. In simple terms, it's the foundation step for making all workflows better. It connects smoothly with tools that automate tasks and make building apps faster without needing lots of coding.

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Spark is for those in an organisation responsible for creating and building processes and documenting them e.g. program management, governance, risk and compliance, quality management, digital transformation, BPM, policy creators (e.g. HR). These govern the way the company orchestrates its work.

Process discovery

- Capture and analyse business processes.
- Create detailed process maps with an intuitive interface, customisable symbols, and real-time collaboration features.

Key AI Driven Features in Spark

Process Creator

- The Process Creator tool allows a Spark Editor to create a new process from a prompt. The user simply types in the process they want, and the AI will return a process diagram following the UPN rules (input, activity, output).
- In addition to creating a process from a prompt, the Process Creator will also accept a text document or an image of a flow chart.
- When a text document is submitted the AI will create a summarised version as a UPN process.

Process Assistant

- The Process Assistant is a simple prompt that end users of a process library can use to query the processes in the library. For example, a user may want to know how to raise a Purchase Order. They can ask the question in the prompt window and the AI will respond based on the processes in the Spark Workspace.
- The AI will summarise the answer and provide a link directly to the process that it is based on.

Process Optimiser

- The Process Optimiser is an assistant for Process Editors that will help them identify improvement opportunities, such as automation suggestions, based on a given process.
- The Editor will first create a process, validate that it against the current state and then ask Spark to suggest improvements.

App Designer / Create Integration (Igniter)

- The App Designer will propose the design for a new app based on a To-Be process creating in Spark.
- The user can then choose to import those designs into Liberty Create to create an app or to export the designs as a document.

Benefits:

- **Holistic Process Insights** provides a complete view of your organisation's processes, enabling you to identify inefficiencies, mitigate risks, and capitalise on opportunities for improvement.
- **Streamlined Collaboration** ensures communication and alignment on process optimisation initiatives.
- **Agility and Innovation** empower your organisation to adapt and innovate in response to changing market dynamics, driving continuous improvement and operational excellence.

Scalability and compatibility

- **Scalability:** Spark scales seamlessly to accommodate organisations of all sizes, from mid-sized businesses to large enterprises, providing the flexibility to grow and adapt over time.
- **Compatibility:** Spark is compatible with a wide range of systems, applications, and data sources, ensuring seamless integration with existing technology investments.

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Reporting

- Process health, key word searches, process owners, process performance, changes, updates and dependencies.

3 Delivery Services

You will be supported every step of the way, beginning with our expert Onboarding Services.

Our team will ensure a strong foundation for success, delivering:

- Implementation – Strategy, to Scope: Process Architecture to Standards.
- Process Mapping Training – 5-6 people per cohort: 3 sessions (2x 1.5hrs, 1x 1hr)
- Ongoing Customer Success: A maximum of 12x 1hr session (1 per month) aimed at strategic/governance teams to review process against strategy.

4 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.

5 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 Spark 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, communications, 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.
- 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.

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

6 Contact

Should further information be required, please contact:
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