

An overview of Liquidlogic's Education Case Management System (CMS)

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1 Liquidlogic Education Case Management Software as a Service

Liquidlogic specialises in providing local authorities with robust, modern education case management solutions which are easy to use and help practitioners to deliver real improvements in efficiency and the quality of care.

System C Healthcare Limited have been our parent company for many years, although we retain the product name of Liquidlogic for our applications. Founded in 2000, we have built up years of experience and expertise in every aspect of UK social care IT. For further information please see our website at www.SystemC.com.

In 2016/17, we enhanced our product set by developing an Education, Youth Support & Early Years case management system.

In 2023, we acquired Oxford Computer Consultants, who we have had a long-standing partnership with for over a decade, bringing case management and finance closer together with enhanced collaboration.

1.1 An Overview of the G-Cloud Service (functional, non-functional)

Liquidlogic Education is a web-based case management system for Education case management, covering all services from Early Years to Post-16. The system can fully integrate to Liquidlogic Social Care Case Management applications. It is a web-accessible, workflow-driven system to support education practitioners in recording and managing their support for service users. The education system is used by a growing number of local authorities in the UK.

Liquidlogic Education Case Management is available either as a locally-hosted solution – in which case the procurement route would not be via this framework – or as Software as a Service (SaaS).

The system is explicitly designed to support workers through several ease-of-use facilities. The system makes extensive use of graphics and hyperlinks to present information proactively.

Finance

The system can also include the optional Finance module (Controcc). This is not essential for case management applications but is commonly implemented alongside the case management functionality.

Special Educational Needs (SEN)/Education, Health and Care Plan (EHCP)

The system can also include the optional SEN/EHCP Module. This is not essential for case management applications but is commonly implemented alongside the case management functionality.

Portals

Liquidlogic offers a range of self-service integrated portals promoting collaborative work between the Local Authority, parents/guardians, educational settings and businesses.

Form Design

Sophisticated eForms are a standard feature of the system. Customer organisations can design, amend, and deploy their own Forms to meet a wide range of requirements. The system has its own Form Designer module, which is a mature, integral component of the solution.

Workflow

Liquidlogic Education is a workflow-driven system. Workflow is configured to meet the requirements of organisations; in practice each customer (local authority) has a unique combination of workflow and local configuration settings.

In addition to the standard workflows, each customer can also create and maintain additional workflows to meet local requirements.

Liquidlogic Education is built using our development platform that exploits open standards extensively to enable rapid and consistent development of case management systems.

- All Liquidlogic applications are built with Java.
- Workflow stages can include forms which can be maintained locally.

2 Details of the Level of Backup / Restore and Disaster Recovery that will be Provided

The solution is designed to support the non-stop operational nature of education services on a 24hours a day / 7 days a week basis. The ability of the solution to do this is underpinned by the use of proven technologies to remove single point of failure and provide resilience and recovery.

The system has multiple front-end application servers that would facilitate deployment of a multi-path network, allowing customer connectivity to continue in the event of a failure in one pathway.

2.1 Virtualisation

Liquidlogic makes full use of virtualisation technologies, which means that multiple resilient servers will each, in turn, contain multiple resilient components to ensure that each individual host server provides high levels of resilience and in the unlikely event of a host server failure, tools such as VMWare vMotion are used to allow the system to redistribute workload automatically among the remaining server farm. Within the storage and networking components all critical functions are duplicated to ensure that no single component failure will lead to the failure or interruption of the service provided to end users.

2.2 Restoring the Service in the Event of a Disaster

The use of virtualisation techniques and SAN-based replication means very short Recovery time for the system ensuring a speedy return to service in the unlikely event of a disaster occurring.

Liquidlogic uses SAN snapshot rollback methods in order to recover from severe data or hardware failure. These snapshots are replicated to the secondary Data Centre and securely copied to tape media. The restore process would depend on the nature and severity of the initial incident or failure. The use of multiple backup methods ensures the service can be reliably restored in a number of ways depending on the level of failure.

3 On-boarding and Off-boarding Processes

3.1 On-boarding

Prospective customers should contact Liquidlogic to express their interest in subscribing to our cloud-based services. Following contractual agreement, Liquidlogic will prepare the cloud-based instance according to the customer's specifications. If data migration and/or other services are required, these will be scoped and priced at the same time.

The time taken to provision the service from the point of order will be determined by the customer's requirements with regard to data migration, customer-specific configurations and other services. Should data migration and customer-specific configuration not be required, the service can be provisioned within 2 weeks, based on a standard configuration.

3.2 Off-boarding

If the Contract is terminated by either party in accordance with the contract terms or expires we will enact our Exit Management Plan which sets out in detail how copies of data will be provided (if hosted by us) and details how we will support your transition to your new supplier.

4 Service Constraints

The service provided is the core Liquidlogic Education Case Management system. Third party components and integrations are not included within the scope of the standard offer, although these can be accommodated on a customer-by-customer basis.

The solution pricing is based on a standard configuration without data migration or additional services such as training. Liquidlogic can provide a full range of services, including configuration, data migration and training, which will be specified and priced upon request.

Scheduled downtime will be agreed with the customer at the point of contracting for the service. Such downtime is required to upgrade the software in line with the roadmap release schedule, and to undertake local configuration changes and patches as required. Customers affected will be informed of scheduled service downtime in advance.

5 Service Levels

5.1 Service Levels Management

Liquidlogic will monitor system performance levels to ensure that service level agreements (SLAs) are met. The same information will be available to customers via the Jira dashboard so that service level management is a transparent and open process.

5.2 Performance and Capacity Management

Performance and Capacity Management are regular functions undertaken by Liquidlogic to ensure that the infrastructure on which the service is provided is fit for purpose, is appropriately scaled, and provides a highly performant solution.

5.3 Service Credits for failure to meet Incident Response and Resolution Service Levels

Liquidlogic has a standardised regime of service levels and service credits for failure to achieve service levels. The level of the service credit/s will depend upon the severity of the incident and will apply to the affected systems. Any failures are discussed, documented, and agreed at the service management meetings between Liquidlogic and the customer.

6 Training

Training can be provided using any combination of the following approaches:

- End user training.
- 'Train the trainer' training.
- Blended and/or e-learning.

Training packages are designed for individual customer organisations and vary according to the capacity and requirements of the individual organisation. Liquidlogic provides extensive, electronic training materials and course outlines which cover all aspects of the systems to be deployed.

7 Data Restoration / Service Migration

Data loss can be recovered by restoration of backups within the retention period. For data loss caused by the customer, Liquidlogic may charge the customer on a time and material basis the cost for work associated with data recovery.

Liquidlogic is highly experienced in migrating data from legacy systems. This work will be charged for as a fixed price service on agreement of service definition. Liquidlogic can carry out the full extract, transform and load service, although in most cases it is more cost effective for customers to extract data from legacy systems to a format specified by Liquidlogic.

8 Consumer Responsibilities

The customer shall:

- Provide Liquidlogic with all necessary access to such information as may be required by Liquidlogic, in order to provide the Services, including but not limited to Customer Data, security access information and configuration services;
- Conduct Acceptance Tests and other acceptance procedures in a timely manner;
- Ensure that the Authorised Users use the Services and the Documentation in accordance with the terms and conditions of the service subscription agreement;
- Obtain and shall maintain all necessary licences, consents, and permissions necessary for Liquidlogic, its contractors and agents to perform their obligations under the service subscription agreement, including without limitation the Services;
- Ensure that its network and systems comply with the relevant specifications provided by Liquidlogic from time to time; and
- Be solely responsible for procuring and maintaining its network connections and telecommunications links from its systems to Liquidlogic's data centres, unless otherwise agreed between the parties.

9 Technical Requirements

Liquidlogic applications are designed as true Web applications. Microsoft Edge or above is the certified browser for use with Liquidlogic. Offline browsing capability (Mobile App) requires Windows 11 or later.