

ECLIPSE Regional Adoption Agency (RAA)

Trailblazing product for Regional Adoption Agencies – flexible, secure and future proofed solution for customers

ECLIPSE is trailblazing product for Regional Adoption Agencies. It's available as SaaS for customers seeking to implement the most intuitive Case Recording tool on the market. Committed to improving Statutory and non-statutory social care, a programme of continuous investment ensures that we deliver a flexible, secure, future-proofed solution for customers.

ECLIPSE comprises a comprehensive suite of tools to cater for your Regional Adoption Agency.

How ECLIPSE Makes Life Easier

- **Group Recording:** A simple but powerful tool to allow you to easily create groups of individuals who may constitute a family, a household, a gang or a team around the client. Any recording can then be easily completed once and applied to all relevant case histories and chronologies and then viewed within individual case files. This saves time and improves data quality over recording on one client then duplicating to others which often leads to gaps in the record and mistakes.
- **Workflows:** ECLIPSE features a powerful workflow tool that enables new workflows to be set up or existing ones re-configured. The tool allows tailored practice-based workflows to be developed and tracked. Workflows are shown to the user as an easy-to-understand list of tasks called a checklist. Checklists are simple to follow and use a colour-coding method to focus the user on the task or tasks that are to be completed next.
- The user can follow a read-do model of operation where they read the task and click to complete it (great for novice or inexperienced users). More experienced users who know what happens can use a perform-check model where they perform the action and then check the workflow to ensure completeness. In both cases the workflow "watches" the user activity and marks tasks as complete as the user completes them. Workflows can automatically create case record components such as case notes, chronology entries or classifications. This saves time and effort on behalf of the user and ensures a higher level of data integrity. Each case file has a list of active workflows with their status, and each user has a list of checklists they are responsible for on their home screen.

Welcome to Civica

Civica is proud to be the UK's largest software company focused on the public sector, which we have served as a trusted partner for over 30 years.

Our products and services are used by 2.5 million professionals across national, regional and local government, health and care, housing, education and democracy. They deliver improved outcomes for 90 million citizens.

Our deep sector and technology expertise helps our customers to meet unprecedented challenges as they sustain and enhance public services. Through greater digitisation and automation, a growing use of cloud solutions and smart use of data, we help address rising citizen expectations for innovative and efficient public services around the world.

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- **Outputs:** We allow a flexible range of professional looking outputs that need no additional work from the user. ECLIPSE features an output design tool which uses Microsoft Word. Every field within ECLIPSE, including form questions, has its own name which can be included within the Microsoft Word output. The designs created using the design tool are then attached to buttons in the user interface by the administrator allowing them to control what outputs are available where within the system. When the user asks for an output of a given type ECLIPSE pre-fills all the fields using data from ECLIPSE and provides them a professional looking document in a suitable format such as Microsoft Word or Adobe PDF.
- **Reporting:** Each customer has their own reporting needs, and we make all data available to report upon. Reporting to made available via a SAP Business Objects Universe which sits on a specific set of database tables optimized for reporting. For those who don't want to use Business Objects any ODBC capable reporting package can be used.
- **Zero device footprint & mobile enabled:** ECLIPSE is web-based with zero installation requirements for the user devices. Any browser on any device will work allowing users to use their PC or mobile device.
- **Media rich case recording:** ECLIPSE enables the user to enter rich formatted text, with photographs or images saved inline in text. Users can also attach any number of documents or media files (audio, video) against a case note, all with their own separate title and description.
- **Multi-Agency design:** A sophisticated security engine controls access to Early Help data and therefore allows you to securely share information with fellow professional's, confident in the knowledge that any sensitive data will remain confidential.

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Information Assurance

We are ISO 27001 and ISO 9001 certified. We operate a combined management system, which incorporates the requirements of both ISMS and QMS; this is our Business Management System. All of our products and services are subject to ISO compliant processes and procedures. Our external certification body is BSi.

We operate a comprehensive security-testing regime, which utilises both our internal security experts and external CESA CHECK accredited organisations. This includes, but is not limited to, OWASP testing. The testing is conducted on a periodic (scheduled) basis, and in the event of material change to the infrastructure. Alongside testing, we also regularly patch to protect against new vulnerabilities as they occur.

Additionally, security considerations are inbuilt into our Product Management and Product Development processes, both of which are within scope of our Business Management System, which is ISO 27001 compliant and certified.

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

Our service offering includes the provision for the backup of data and subsequent storage off-site. We have Disaster Recovery and Business Continuity Plans in place at the client level and for our company as a business. These are reviewed annually, and DR plans are checked randomly each year on behalf of clients. Our solution is delivered from a highly available Cloud platform (Google Cloud).

We have predefined Business Continuity Management (BCM) systems in place, to cover governance, plans, standards and processes. The solution will be available 24 x 7 x 365, with an availability SLA of 99.9%, excluding maintenance windows. The system is designed with high availability and resilience and focusses on business continuity, reinforced with a functioning, frequently tested, semi-automatic disaster recovery plan.

There is a read-only environment that is refreshed from the primary database as an alternative business continuity solution. For service from a secondary instance, we use DR measures which assume partial or total loss of network access to the primary facility for an extended or unknown time. During a DR situation, all staff can access the DR instance to receive a fully replicated system hosting the same number of users as the primary instance.

Our solution is offered as a fully managed cloud solution and include provision for backup and restore as well as full BCDR plan.

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Full backups of customer data are taken daily, with regular transaction log backups taken, allowing us to deliver an RPO of 30 minutes and an RTO of 4 hours. Daily backups are retained for seven days, monthly backups for 12 months and annual backups for seven years for auditing purposes. A second copy of the data is kept up to date in a secondary storage instance.

Data restores can be performed alongside production data and to entirely independent locations if required. All backup data is held on encrypted storage within the EU. To date we have never needed to use any backup.

On-boarding and off-boarding processes/scope etc.

We provide a complete service for both on-boarding and off-boarding. Services include:

- Extraction and Migration of data from legacy systems
- Data tidy services
- Business process mapping
- Integration with 3rd party systems
- Regular reviews of solution benefits.

We are confident that the transition to our solution can be achieved quickly and easily through our specialist project teams.

Service Levels

OLM (wholly owned by Civica) has its own Service Level Agreement (SLA), which it follows in order to provide its clients with the best post-implementation support and services, ensuring that faults and incidents are managed effectively (processes aligned to ITIL).

As ECLIPSE is a Cloud-based solution, consistently monitored by us; the possibility of any incidents or problems taking place is very rare. We have maintained a 99.9% service availability over the last 12 months.

Our teams will have restricted access to the solution for support in accordance with our internal policies and procedures. There is no requirement to have a separate VPN or access channels set up. If an incident/ problem occurs, which needs special attention from our experts, the standard procedure that OLM follows is shown in the following.

OLM's Support Arrangements: Standard OLM Systems support and maintenance services for ECLIPSE offers customers:

- A single point of contact for all ECLIPSE queries, issues, changes etc.
- Unique reference numbers for calls logged
- Web based call logging and review facilities 24/7/365, allowing calls to be tracked, monitored and updated

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- A web-based library of software downloads, FAQs, self-diagnosis aids etc.
- Telephone/ email based manned Support Desk services 08:00 – 18:00 Monday – Friday excluding public holidays
- Monthly service reporting
- Proactive management/ reactive support of the end-to-end infrastructure
- Patching, upgrades and hotfix management
- Bi-annual health checks and service review meetings.

Service Constraints (e.g. Maintenance Windows)

We supply solutions that are flexible to meet our customer's needs, we therefore place very few constraints on our customers. Maintenance arrangements for our customers are agreed on a case-by-case basis ensuring you have access to services when you need it.

We also provide a number of functions that are customisable enabling you to setup our solution in line with your business process. In addition, we also make available a product roadmap that ensures you know the features that are coming out and when you can expect them.

Software Upgrades

Software upgrades are included in the licence fee. As a provider with over 20 years' experience in software development, we've used lean principles to establish what is now an efficient and mature release process. We not only apply a rigorous regime to testing products before release, through access to preview, we give customers a chance to test products in a Beta environment and make suggestions for enhancements.

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Features

- Multi Agency
- Automation
- Group Recording
- Easy to use
- Mobile ready
- Rich media recording

Benefits

- Better recording through use of all modern media
- Faster recording through automation
- Faster recording through forms logic
- Multi Agency Access
- Innovative security model
- Works on any device without further development

Additional information

The customer retains ownership and control of their data during and following the initial contract term. After this time, the customer may choose to extend, renew or terminate the contract. On termination of the contract, OLM will return all the customer's data in an appropriate format within 30 days. There are no charges associated with the return of data apart from reasonable expenses.



Certification Number 663
ISO 9001
ISO 14001
ISO 27001
ISO 22301
ISO 45001
ISO 27701