

ECLIPSE Data Migration & Implementation

Our Framework implementation approach for ECLIPSE draws upon over 30 years of knowledge and experience of Case Management practiced

OLM (wholly owned by Civica) uses the concept of a standard good practice Framework. Our Framework implementation approach for ECLIPSE draws upon over 30 years of knowledge and experience of Case Management practice and the legislative/ social environment in which it operates.

Why choose ECLIPSE Data Migration & Implementation?

As part of your transition to ECLIPSE, we will carry out a period of discovery and system build where we meet with you to ensure we each understand the requirements, before configuring ECLIPSE which will then be validated during the validation stage. We carry out a joint period of discovery at the start of every implementation which is about:

- Looking in more detail at how you currently work
- Introducing/ discussing the good practice Framework with your key business leads
- Finalising scope of change implementation
- Preparing associated delivery plans.

OLM will provide a fully resourced delivery plan milestones identified, as well as customer resource input required. We will work with you to ensure the system is live within the required timeline.

We will discuss and adhere to your training requirements through the use of additional training aids, including user guides, tutorials and help screens. These aids would be discussed further with you during the early implementation stages in order to determine the most effective way of using them for your training needs.

The onboarding of ECLIPSE is broken down into the following key stages:

Process Onboarding

- What are we implementing?
- How will ECLIPSE be used and configured?
- Who will use ECLIPSE?

Data Onboarding

- Cleansing the data to be moved from existing system(s)
- Mapping of data to ECLIPSE
- Moving the data to ECLIPSE
- Reporting on the data in ECLIPSE.

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.

We have a strong commitment to delivering social value and sustainability, which includes supporting our customers' Net Zero ambitions, creating software with sustainability built in and reducing our own impact on the planet.

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People Onboarding

- Keeping the wider user base engaged and informed
- Skilling up the users.

Technical Onboarding

- Provision of environments (Test, Train and Live) by OLM
- Integration(s).

Key Personnel

Our Key Project Personnel include:

- Customer Success Manager
- Lead Consultant
- Trainer.

The team is supported by:

- Internal Project Management Office
- Head of Customer Management
- Practice Leads and Product Management.

As an example of their activity, our Lead Consultant(s) will:

- Attend operational meetings
- Run the Model Office configuration workshops
- Provide advice and guidance on local changes
- Provide on and off-site support.

Additional Services

We are also able to offer, scope and cost additional services at any point covering:

- Business / Implementation Consultancy
- Data Consultancy
- Power BI Reporting Services
- Training Services including End User Training
- System health checks

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Features

- Model Office approach
- Over 30 years of knowledge/ experience of Case Management practice
- Discovery and system build
- Understanding of customer requirements
- Onboarding of data as required and agreed
- Fully resourced delivery plan
- Flexible approach to training
- Suite of value-add services as required.

Benefits

- Access to a full, open reporting database
- Provision of skills transfer to enable on-going support and administration
- Fully resourced and experienced team throughout the implementation and beyond
- Consultative customer approach
- Providing advice and guidance on local changes

Additional information

The service helps local authorities to assess key decision-making points associated with ongoing activities to support and maintain Cloud-based applications.



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