

ECLIPSE Case Management

Trailblazing product for Social Care and Universal Services within Education, Early Years, Children's, Families and Adults services.

ECLIPSE is a trailblazing product for Social Care and Universal Services within Education, Early Years, Children's, Families and Adults services. 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 integrated modules covering the full spectrum of children's and adults' services groups. Optional modules allow ECLIPSE to be expanded with functions to meet the various needs of services working with universal services, early years, education, children and families, adults, including and beyond statutory social care.

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.
- **Forms:** We find that each authority has a unique way in which they wish to capture data. Our eForms tool provides the ability to create sophisticated forms with built in logic and a wide range of other essential tools allowing multimedia help and recording to allow you to generate 'smart forms' instantly. Once forms have been designed, then how the data flows between them can be mapped so that the reuse of data is simple for end users requiring them only to modify the data as appropriate. Good data mapping saves end users many hours of work re-keying and re-entering data.
- **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.

Welcome to Civica

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- 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.
- **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 is 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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ECLIPSE for Social Care builds upon the standard features of ECLIPSE and adds a pre-set standard configuration. The configuration covers the following elements:

- **Security:** A standard set of roles and permissions ready to be assigned to users. This includes roles covering team workers, team managers, team administrators and area managers.
- **Forms:** A standard set of workflows and forms are provided. These include an early help assessment, and a plan & review form. The forms include related fields, so data automatically flows between forms.
- **Check List:** A standard check list process is provided, which manages work assignment and makes sure reviews take place on a regular basis.
- **Case Notes:** A standard set of case note entry types covering case recording, family contacts and supervision.
- **Chronology:** A standard set of chronology entry types for life events, decisions and case synopsis.
- **Classifications:** These are used to 'tag' records and provide immediate information to the users. A standard set is provided for children's services, which cover disabilities and legal status indicators. The standard set of classifications can be extended and modified to meet present and future needs.

- **Reports:** A standard set of reporting tables configured to provide the national reporting requirements for the Troubled Families program, including data for the Family progress data, national impact survey and cost savings calculator.

Whilst ECLIPSE is a pre-set configuration, a full set of tools to configure the system are provided so the system can be modified and updated to meet changing local needs.

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 CESG 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.

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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.

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.

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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
- 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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Training

We believe in making life easier for everyone. It is this attitude that led us to develop an approach to training that helps everyone, of all abilities, get the most out of our solutions. We have many years' experience of assisting customers to develop effective training strategies and an extensive catalogue of training materials covering all aspects of training from business process through to system input and data analysis.

Everyone has different learning styles, requiring skills development in different areas and with that in mind, we have developed a number of training programs and support tools to provide customers with a blended training strategy that can meet everyone's requirements. We offer the following approaches to delivery of training and support:

- Classroom
- Workshops
- Webinars
- Train the Trainer.

Business Process - Best Practice

Our focus is not only on helping your staff use our solution, but also on helping them understand how this fits in with your best practices, local business processes and how the solution can be used to record, retrieve, and analyse information.

We believe that our approach to training will ensure your workforce has the knowledge and skills they need now, with the tools and support to ensure they are always up-to-date.

Ordering and Invoicing Process

We have flexibility in the invoicing terms and conditions of the contract; options may include monthly in arrears or percentage payments at milestones etc.

Termination Terms

- Termination terms for OLM are in line with the standard contract terms.

Data Restoration/ Service Migration

We have extensive experience of extracting and migrating data from a wide range of legacy systems into our solutions. We work with our customers on a case-by-case basis. Services that we provide 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.

Our dedicated teams ensure that the move to our systems is achieved quickly and with a minimal amount of disruption.

We will also work with customers to ensure they can retrieve their data from our solutions in pre-agreed formats.

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Consumer Responsibilities

Access to documentation: It is expected that you will make available, appropriate staff, information, and documentation for the purposes of consultation on your organisation and practices and for the purposes of assisting in the resolution of problems.

Information assurance: It is expected that you will furnish your users with procedures for access to your system, including password governance best practice.

Technical Requirements

Our software will deliver optimum performance on any modern web browser. No other input or technical assistance is necessary from the consumer's IT department.

Details of any Trial Service Available

We are keen for our customers to gain a complete understanding of our solutions prior to commencing with any service. Therefore, as part of our engagement with you we can provide:

- Bespoke trial environment (customised prototype)
- Access to pending products
- Demonstrations
- One-to-One or One-to-Many product workshops
- Site visits to see the solutions in action.

Data Extraction and Removal

- We support a wide range of data standards within our solution. This enables us to commit to returning all customer generated data. We will work with you to agree the information to be extracted and the formats available. Prices for data extraction would be agreed on a case-by-case basis.
- We are happy to confirm that we will purge and destroy (as defined in security accreditation for different security levels) customer data from any computers, storage devices and storage media that we will retain following the subscription period and subsequent extraction of consumer data, if requested by you.

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Features

- Multi Agency
- Automation
- Group Recording
- Easy to use
- Mobile ready
- Rich media recording
- Compliance with Retention Schedules

Benefits

- Better recording through use of all modern media
- Open APIs
- 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