

gopro advanced case management

gopro consulting ltd

Cloud Software Service

G-Cloud 15



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About us

GoPro™ is a leading developer of advanced case management software, specialising in platforms that streamline processes for public sector organisations. With over 20 years of expertise and 200+ successful projects across 20 countries, GoPro has become a trusted partner in transforming case and compliance management.

Our mission is to deliver innovative solutions to empower efficient services.

Our values of **integrity**, **collaboration**, **innovation** and **quality** define how we build long-standing relationship with our customers.

Our solution enables in-house teams to quickly and easily configure and rapidly deploy advanced line-of-business solutions using 'Agile' methodologies without the time, cost and risk of developing from scratch. ACM delivers comprehensive out-of-the-box functionality and has been configured to support a wide range of line-of-business solutions, including:

- Inspection Case Management & Optimisation
- Benefits Fraud Investigation & Prevention
- Corruption Investigation Case Management
- Fraud Investigation & Prevention
- Automated Public Payments Processing
- Automated Grant Disbursement
- Corporate Legal Case Management
- GDPR Requests Compliance

- Independent Police Complaints Investigations Management
- Ministerial Communications and Parliamentary Questions
- Correspondence Management
- Customer/Regulatory Complaints Management
- Dispute Resolution
- Freedom of Information Act Requests
- Registration, Inspection, Complaints and Enforcement (RICE)
- Data Protection Act
- Licensing
- Business Onboarding and Self-Service Applications
- Grant Management
- Research Grant Management
- Contracts Management
- European Medicines Agency processes
- Customer Service Management
- Person/Entity of Interest Tracking

...and many more

We have extensive experience in standing up our service for small teams in a matter of days to delivering large-scale transformation and agile implementation projects for clients such as HM Revenue & Customs, Foreign, Commonwealth & Development Office Department for Work and Pensions and notable multinational institutions. Our decades of expertise working with UK and international public sector customers ensures robust, secure, best practice based and user-friendly systems that meet the complex needs of modern public services.

Social value

We actively cultivate and measure our social value impact, prioritising initiatives that have a significant positive impact on our communities. Our commitments include combating climate change through sustainable practices and promoting career

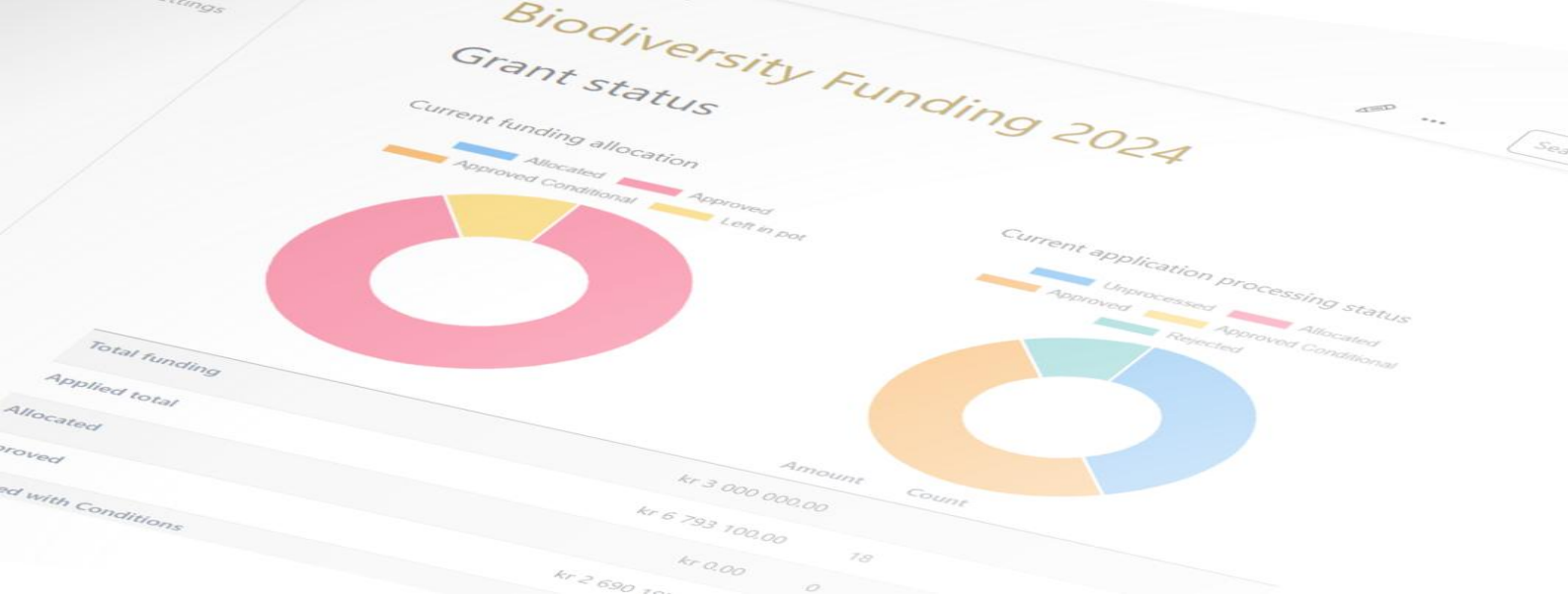
opportunities in the technology sector. We ensure our ecosystem partners share these ambitions, delivering a positive social impact together.

Compliance

GoPro ensures the highest levels of security and data protection, evidenced by our leading accreditations:

- **UK Government Cyber Essentials:** The platform is aligned with the UK Government's Cyber Essentials scheme, providing essential protections against cyber threats.
- **ISO 27001 Certification:** GoPro is an ISO/IEC 27001 certified by BSI,, with secure development practices in place for all projects. This certification covers all aspects of GoPro's operations, ensuring strict adherence to information security management standards. Secure coding, development procedures and access control policies are enforced under this framework, with all code stored in controlled repositories.
- **Data Protection Act (DPA) and GDPR Compliance:** The platform is fully compliant with the UK's Data Protection Act and the EU's General Data Protection Regulation (GDPR). GoPro follows a "Privacy by Design" principle, ensuring that data security and privacy measures are integrated into the system's architecture. This includes granular access controls, audit trails and capabilities to support the right to access, delete or move personal data in line with GDPR requirements.
- **WCAG 2.2 Level AA:** All our user interfaces are compliant with the accessibility guidelines.

Our solution's modular approach further supports compliance through features like audit logging, access control and secure data sharing. All development and service offerings are managed in a certified ISO 27001 environment, ensuring continual adherence to security best practices and legal frameworks.



Advanced Case Management Solution

Public sector organisations face increasing pressure to deliver faster, more transparent and more consistent services while managing growing volumes of complex cases. These cases often span multiple teams, systems and stakeholders, and involve significant documentation, decision-making and compliance requirements. Traditional, siloed systems and manual processes make it difficult to adapt to policy change, scale services or deliver a positive user experience for staff and customers alike.

Our Advanced Case Management solution is designed to support end-to-end digital transformation of case-based services. It provides a modular, configurable platform for managing the full lifecycle of cases such as grants, benefits, investigations, inspections, appeals, complaints and regulatory processes. The solution combines strong usability with powerful business process management (BPM), rules-based automation and AI-assisted capabilities to reduce manual effort, improve consistency and increase organisational agility.

The platform is built around the way organisations **actually work**. Instead of forcing users into rigid workflows, it enables configurable case types, dynamic processes and ad-hoc task management, allowing teams to respond flexibly to real-world scenarios

while maintaining full control, auditability and governance. A unified case view brings together all relevant data, documents, communications, tasks and decisions in one place, reducing duplication and improving productivity.

By embedding BPM, event-driven rules and AI-assisted features throughout the solution, organisations can automate routine activities, guide users through complex decisions and ensure consistent outcomes across large and diverse caseloads. The result is a modern, scalable case management service that supports better decision-making, improves transparency and enables continuous service improvement.

What the Solution Delivers

Improved Usability for Case Workers and Specialists

The solution is designed with a strong focus on usability, ensuring that case workers, assessors, subject matter experts, leadership and system administrators can work efficiently with minimal training. A unified case interface provides a single point of access to all case information, including documents, forms, tasks, workflows, notes and communications. Users no longer need to switch between multiple systems or manually search for information.

Personal task lists aggregate work across all assigned cases, enabling users to prioritise effectively. Case-specific task boards provide visibility into progress, dependencies and next steps, supporting both structured workflows and ad-hoc activities. Specialists can access only the information relevant to their role, supported by tailored review forms and guided processes.

End-to-End Digital Transformation

The solution replaces manual and fragmented processes with fully digital case management. Configurable digital forms capture structured data at source, reducing re-keying and errors. Automated workflows route cases, tasks and approvals according to defined rules, ensuring consistency while reducing processing time.

Document generation, review and publication are fully integrated into the case lifecycle. Templates automatically merge case data into letters, forms and reports, ensuring accuracy, brand consistency and compliance. Documents can be shared securely with external users through online portals, supporting digital-first engagement with customers and other stakeholders.

Business Process Management and Rules-Driven Automation

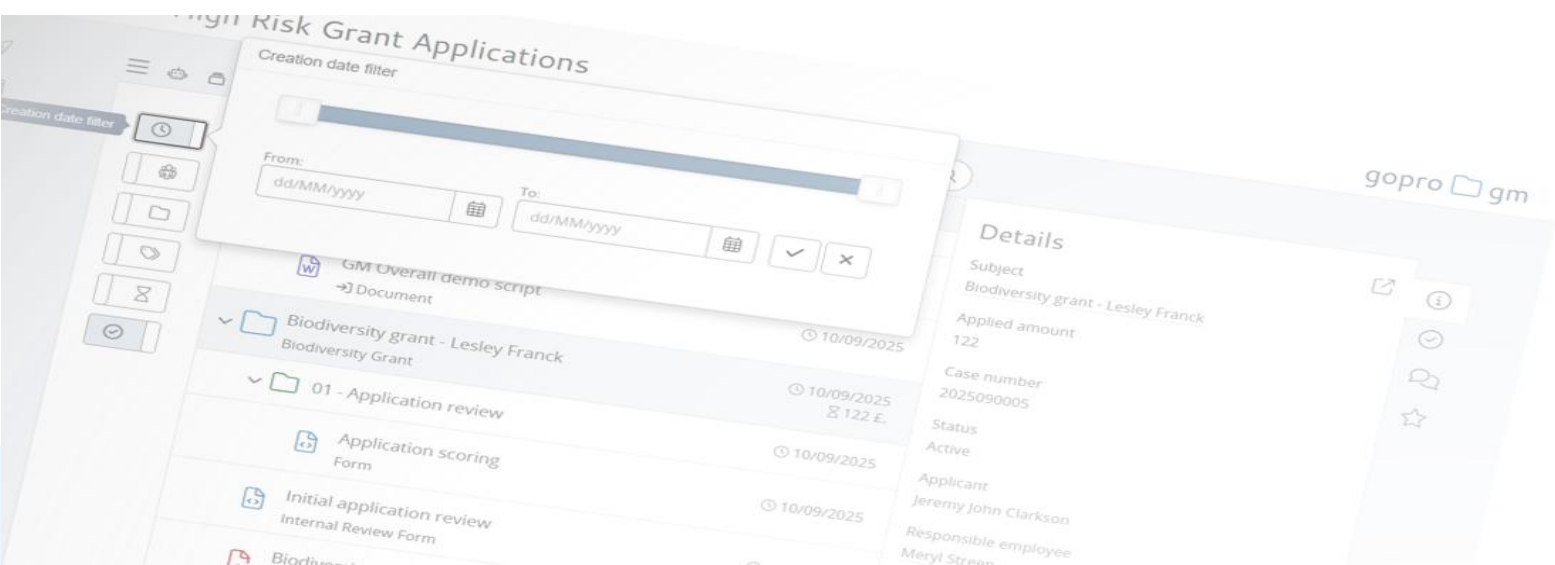
At the core of the solution is a powerful BPM engine that supports both case-specific workflows and reusable, standalone processes. Organisations can define multi-stage workflows with conditional routing, escalations, approvals and parallel tasks.

Processes can be triggered automatically by events or started manually as required.

Event-driven rules allow organisations to define logic using natural language, enabling automatic creation of tasks, content, notifications and status changes based on case data or user actions. This approach ensures processes remain user-friendly, transparent, maintainable, when policies and requirements evolve.

AI-Assisted Efficiency and Decision Support

AI-assisted capabilities enhance efficiency without replacing human decision-making and undermining auditability. Intelligent form assistance helps users complete forms accurately and consistently. Automated document classification and smart tagging reduce the effort required to manage incoming information. Similar case search and



AI-generated summaries support assessors in identifying precedents and ensuring fairness and consistency in decision-making.

These capabilities help organisations manage higher volumes of cases while maintaining quality, transparency and accountability.

Transparency, Compliance and Control

The solution provides full transparency across the entire case lifecycle. Real-time case timelines show all actions, decisions and changes in context. Comprehensive audit trails capture every view, edit, workflow action and decision, supporting compliance, governance and risk management requirements.

Granular access controls ensure that sensitive information is only accessible to authorised users, roles or teams. Version control and approval processes provide traceability across documents, forms and cases, enabling organisations to demonstrate compliance with internal policies and external regulations.

Key Capabilities

Configurable Case Management

The platform supports dynamic case types that can be configured without custom development. Templates are available for common public sector use cases such as grants, benefits, inspections, investigations, appeals and complaints. Each case type can define its own workflows, data structures, classifications and permissions, ensuring the system aligns closely with organisational needs.

Cases can be grouped, linked and managed through parent-child relationships or other dependencies, enabling oversight of complex programmes or projects while retaining visibility of individual cases.

Unified Case View and Collaboration

The system brings together all relevant information in one place, including documents, forms, tasks, notes, communications, events and process status. Case notes and annotations allow authorised users to add structured or free-form commentary, creating a shared and searchable case narrative that supports collaboration and continuity.

Bulk processing tools allow users to view and progress multiple cases simultaneously, improving efficiency for high-volume operations.

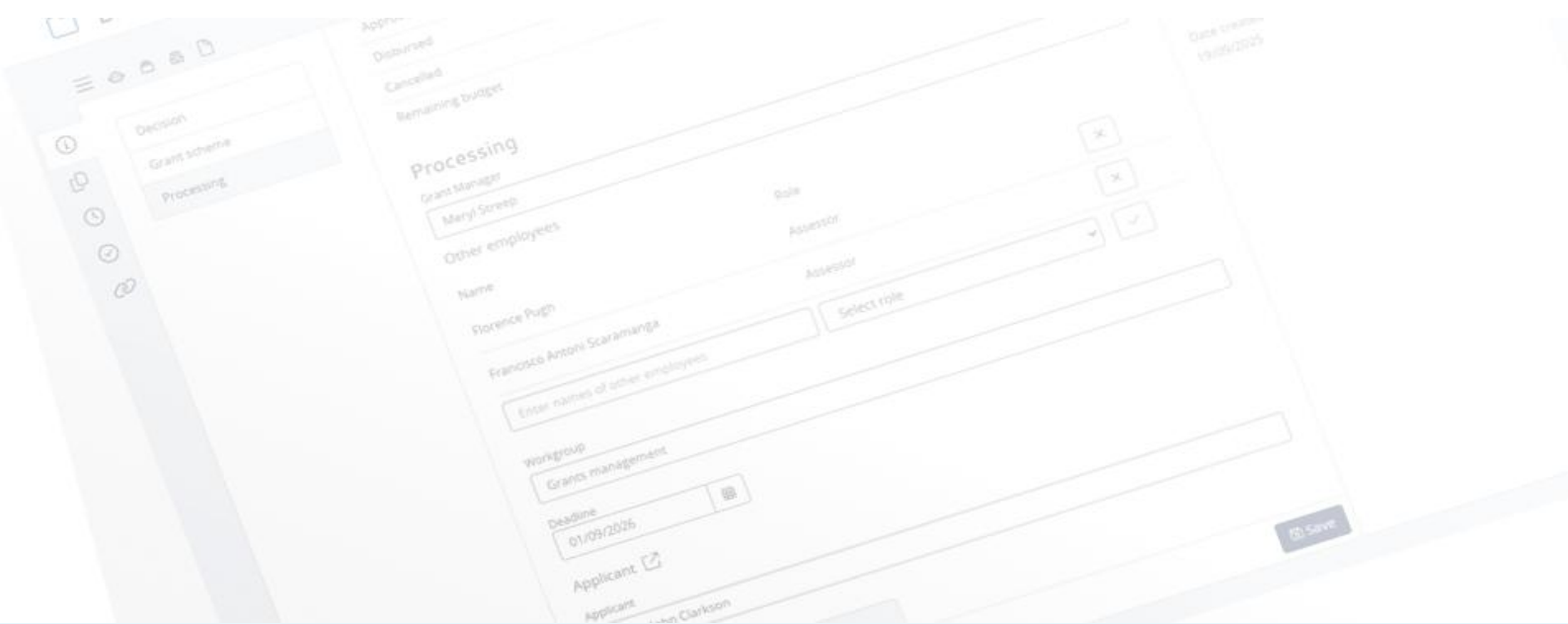
Workflow, Tasks and BPM

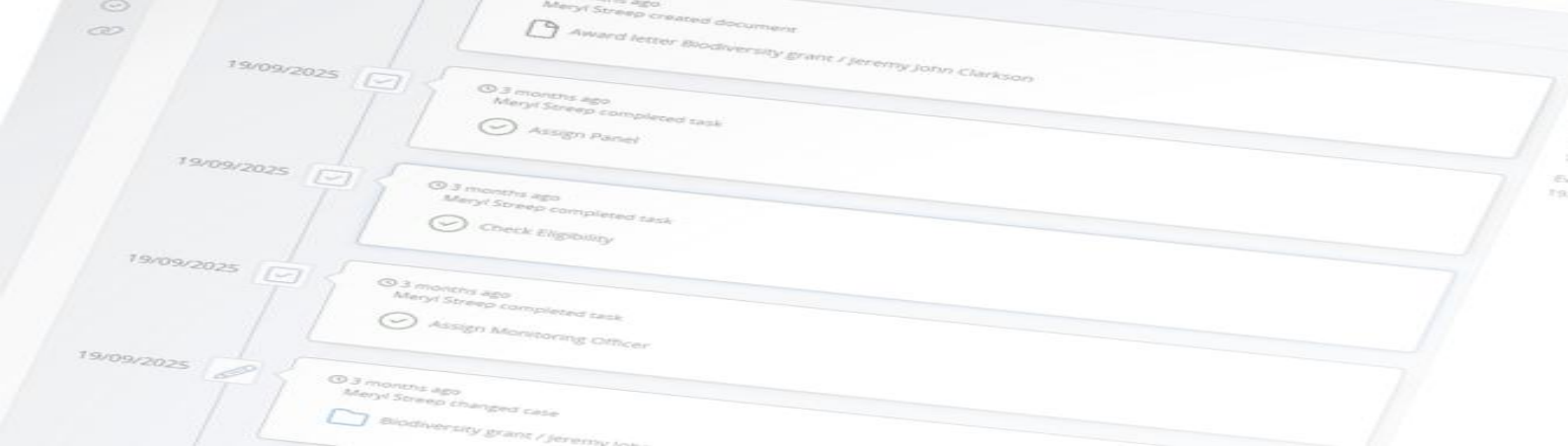
Configurable workflows support both structured and flexible working. Users can add ad-hoc tasks, delegate work, escalate issues and progress cases, as required. Approval and review routing ensures documents and decisions move efficiently while maintaining appropriate controls.

Specialist task views provide targeted access to relevant case information and review forms, supporting expert input without unnecessary complexity.

Built-In CRM and Relationship Management

The solution includes a built-in CRM that maintains master profiles for individuals, households, businesses, properties and other entities. Relationship mapping links cases to all relevant stakeholders, providing a holistic view of interactions, responsibilities and dependencies.





A consolidated communication overview allows users to view all emails, letters and related information in context, improving service quality and reducing duplication.

Document and Content Management

A centralised document repository stores all case-related files securely and contextually links them to cases, applications, awards, reviews and communications.

Dynamic document templates support automated content generation using case data, rules and AI-assisted logic. Version control, review workflows and multi-format document viewing ensure documents remain accurate, accessible and compliant.

Search and categorisation

Advanced search, metadata and smart tagging make information easy to find, even across large portfolios.

Reporting, Analytics and Insight

The reporting capability provides real-time visibility into case status, volumes, performance and outcomes. Users can create charts, dashboards and reports to support operational management, programme oversight and statutory reporting.

Data can be exported to spreadsheets or integrated with external analytics tools such as MS Power BI, enabling deeper analysis without impacting day-to-day system performance. Saved views and personalised filters allow users to tailor the system to their role and way of working.

Security, Governance and Administration

Granular access controls ensure sensitive information is protected while enabling collaboration. Administrators can manage users, roles, permissions, workflows, templates and forms through intuitive configuration tools.

Full auditability across cases, documents, forms and workflows supports governance, assurance and regulatory compliance.

See <https://gopro.net/acm-features/> for a more detailed list of features.

Our Platform

Security

We have experience in delivering solutions for high security requirements with sensitive data protection following the guidelines of the National Cyber Security Centre.

The solution is deployed in a hosted environment configured for compliance with Cyber Essentials, DPA and ISO 27001, including as a minimum:

- All users need to be authenticated with credentials
- All data is stored encrypted in transit and in rest using 256-bit AES encryption.
- Data in transit is TLS encrypted and controlled via HTTPS.
- All data is backed up with defined RTO/RPO
- Item level access control on cases and all content
- All passwords are hashed and salted and cannot be accessed.
- Password rules (complexity and expiry) can be configured.
- Audit trail on all items with base properties (user, item, action, timestamp).
- All access is via an Application Gateway with Web Application Firewall
- Each application is exposed using static IPs via private endpoints.
- Cloud service access and backend access with MFA
- Monitoring using Log Analytics

The system is hosted in a **private cloud**, for instance MS Azure, with a Tier III equivalent service.

Access control

The system has access control on **item level**, where access to individual applications, cases, documents, etc. is provided to individual users or user groups, ensuring very granular control of access in the system.

Interoperability

The solution has a full **RESTful API** for all system functions that allows other systems or platforms to query, create and edit items in the system. It requires authentication that determines the role of the service and hence access privileges.

The solution includes **optional** out-of-the-box apps for integration with:

- **Outlook Email:** Allows the user to store email communication directly in the system in relation with a case or a client.
- **Users' Environment:** Allowing the user to edit any files stored on a grant directly in their native application (such as Microsoft Word or Excel) without having to download or upload documents.

The case management system integrates with and interfaces with other systems or platforms through a standard API and a low code integration framework.

Traceability, audit and logging

All user actions in the information system are recorded in an immutable audit log database that is segregated from the rest of the system.

COTS, Modules, Flexibility and Extendibility

Our Advanced Case Management System has several key strengths that set it apart in the field of case management systems.

- **Modular standard case management system.** Our modular case management system provides best practice-based case management capabilities straight out of the box. This ensures that organisations can quickly establish a Minimum Viable Product (MVP), significantly reducing the time to go-live and value. By leveraging these well-defined processes, customers can streamline their operations and focus on achieving their strategic and operational goals without being bogged down by technical complexities.

- **Extensive configurability.** Customers have the autonomy to maintain and add case types with ease, incorporating all necessary configurations such as forms, document templates, processes, guidance and more. This capability allows for extensive customisation without the need for IT or supplier involvement, empowering users to adapt and evolve the system as their requirements change.
- **User centric design and usability.** The solution's user interface and component libraries are built on best practices and extensive experience in delivering a user-friendly and smooth experience (WCAG 2.2 AA Compliant).
- **Robust, scalable and highly functional** core case and document management platform form the basis of the solution that includes a vast array of advanced features, for instance for classification, workflow management and managing content.

Emerging technologies and future readiness

A Vision for a Smarter, More Efficient Platform

Our product vision is centred on three principles:

- **Flexibility** to adapt to each customer's needs,
- **Great user experience** supported by intelligent assistance and clear insights and
- **Modern, secure technology** that connects easily with other systems.

This ensures our platform continually evolves and delivers lasting value.

Innovation at its Core

Innovation is built into how we work. Our product and technical teams dedicate time each week to exploring new ideas, creating quick prototypes and testing emerging technologies. We work closely with customers through regular collaboration and

annual innovation sessions, to ensure our roadmap reflects real needs in a rapidly changing market.

We also focus on new ways of working, from improved development methods to better implementation and customer engagement practices, ensuring innovation happens across the whole product journey.

Responsible, Practical AI

Our platform already uses AI to help with tasks like categorising content, finding similar cases, scheduling resources and summarising documents.

We are now expanding this into a broader **AI framework** that makes it easier to introduce new intelligent features over time. This includes:

- Tools that allow AI to gather information, create tasks and draft documents
- Configurable AI “agents” that support users, check information or handle simple case steps
- AI that can react automatically to events, such as a new case being created
- Compatibility with leading AI models so customers can adopt new capabilities as they emerge

All AI activity is fully traceable, governed by strong security rules and designed to ensure the user stays in control.



Onboarding

Tailored journey

Onboarding with GoPro ensures a seamless transition to a modern intuitive system. We know one size does not fit all, which is why we offer two scalable approaches:

Rapid onboarding: for simple deployments, perfect for small to medium size organisations or teams, managing a handful of case types.

Tailored onboarding: for more complex deployments, designed for enterprise level transformations, actively guiding customers through an approach suitable for off-the-shelf solutions, aligned to the UK Government Digital Service's (GDS) best practice. Our process follows four core phases -

Discovery, Alpha, Beta and Live.

Discovery

Each project begins with Discovery, where we focus on understanding the real problem to be solved. The purpose of this phase is not to build software, but to

define user needs and explore options. For larger transformations, we may also conduct early user research, analyse workflows, map processes, review policy and operational constraints and assess existing technology or data. By the end of Discovery, we will have a clear understanding of user's desired experience with a clear direction for Alpha.

Alpha

In Alpha, we experiment. The goal is to explore potential solutions, the art-of-the-possible, using prototypes and iterative testing. We will work with you to assess feasibility, test options and identify the most promising approaches before committing to full configuration. Our teams work in short sprints, validating ideas and then developing features on top of the core solution, delivering a truly tailored experience, with all the benefits of off-the-shelf solutions.

Beta

The Beta phase is where we configure an end-to-end version of your solution. Details for each feature are clarified using "**Specification by Example**". Acceptance criteria are expanded to ensure we really can deliver against user's expectations.

Early in Beta, we will release a private version to small user groups so we can observe how the service performs under realistic conditions. We then refine the service based on analytics and feedback, addressing usability, accessibility and performance issues. We will build production-ready features, integrate with required systems and ensure that the service meets the standards for security, accessibility and user experience.

Live

Once a service meets the required standards, it moves to Live. Unlike traditional project close-out, Live is not the end of the lifecycle, it marks the transition to ongoing product ownership. We continue to monitor metrics, gather feedback and release incremental improvements. This continuous-improvement mindset ensures that the service remains aligned with evolving user needs, policy changes and operational realities.

Governance and Ways of Working

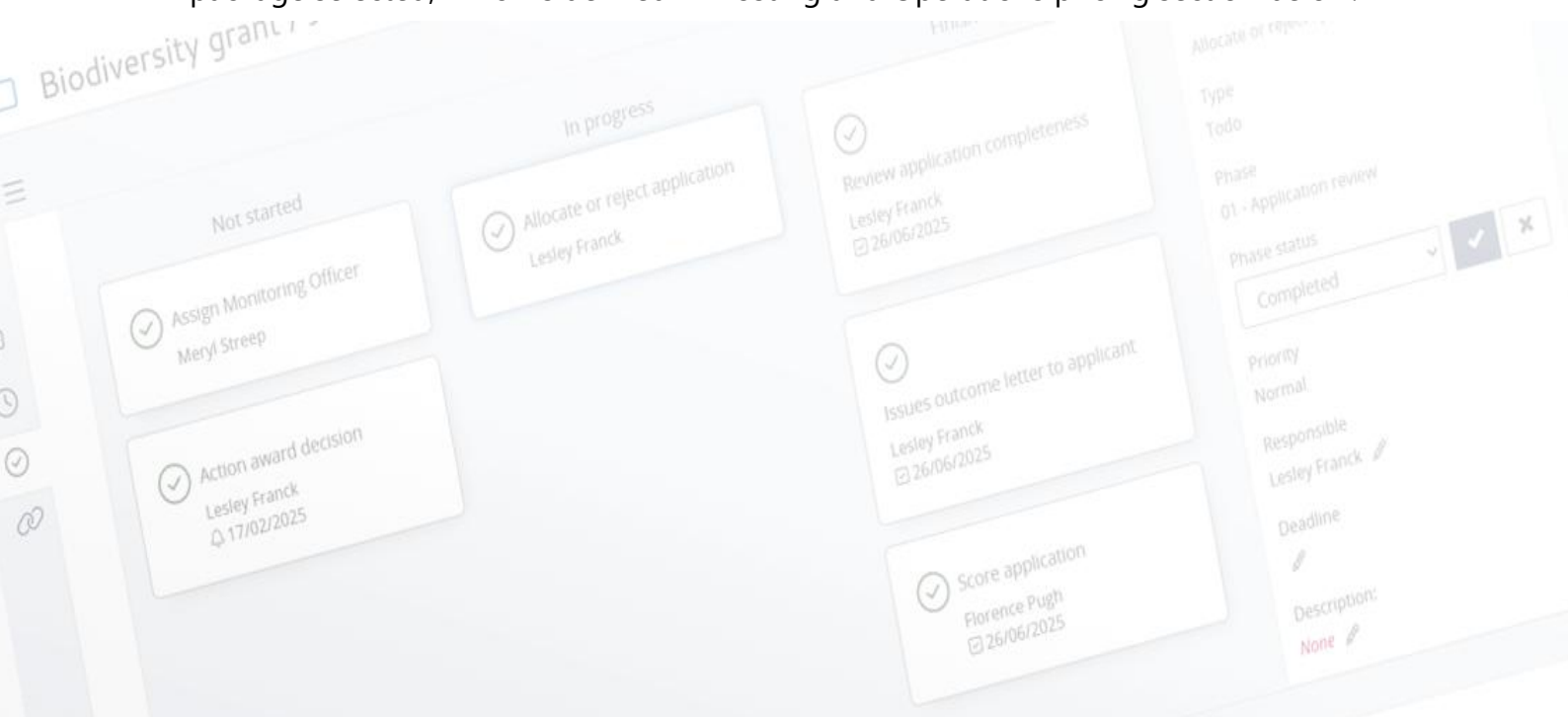
Throughout all phases, we work in multidisciplinary teams that include product managers, delivery managers, developers, designers and researchers. Delivery is iterative, with regular review cycles and data-driven decision making. We follow the GDS Service Standard, design principles and accessibility guidelines to ensure services are inclusive, consistent and sustainable. Technical choices prioritise modularity, openness and reuse, reducing cost and preventing the accumulation of unnecessary complexity.

Support

Our support framework is built upon ITIL standards and clearly defined service levels.

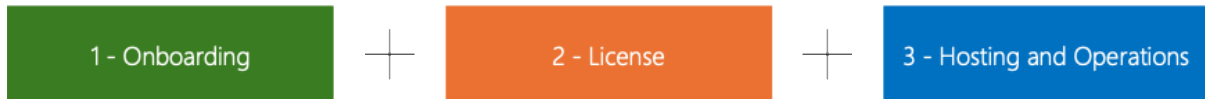
At project initiation, we will map operational and support responsibilities, captured as a RACI matrix. This will ensure an uninterrupted and seamless service delivery. We provide standard second and third-level support against defined service levels. First-level support is typically provided by administrators and technical support from within the authority who are provided with additional training for their role.

Our support model includes 24/7 access to secure online portal and ticketing system (Jira). Our specific support levels depend on the hosting and operations package selected, which is defined in Hosting and Operations pricing section below.



Pricing

Our pricing consists of these three elements



We provide standard **onboarding packages** that suit different team sizes, complexity of your requirements and level of involvement you would like from us in relation to configuration, training, integration services, etc. Please see below for details on these onboarding packages

To provide best possible value for money we also offer **license** entitlement based on the number of users you need and for some modules, based on the number of cases created per year. This allows us to provide increasing discounts with increasing volumes.

Finally, to provide the most suitable **hosting** services for your requirement, we also offer different hosting packages. These provide different levels of availability, resilience and capacity to ensure that you non-functional and InfoSec requirements are met in the most cost-effective manner.

You can calculate the total cost by selecting the appropriate **Onboarding, License** and **Hosting** Package and adding the cost of these together. Details and the cost for packages and licenses are provided below, alongside with an illustrative calculation example.

If your requirement is not fully fitting within these standard packages, we also can provide you pricing that is tailored and optimised for your specific requirement.

All provided pricing is excl. VAT.

Onboarding packages pricing

	Essential	Pro	Enterprise
Price (one-off):	£5,546	£47,758	£105,472
Initial configuration:			
Basic end to end case process configuration	Incl.	Incl.	Incl.
Advanced case process configuration guidance and discovery		Incl.	Incl.
Process specific report configurations			Incl.
Implementation and go-live support:			
Go-Live support	Incl.	Incl.	Incl.
Migration support:			
Migration verification and execution		Incl.	Incl.
Migration mapping and transformation support			Incl.
Training and documentation:			
Documentation and training material access	Incl.	Incl.	Incl.
Train the trainer, super user and admin		Incl.	Incl.
Knowledge base			Incl.

License pricing

The pricing is based on volumes. The cost is calculated by selecting the required number of users.

GoPro Case Management App		
Number of Users		Fee pr user pr month
10		£67
11	24	£54
25	49	£43
50	99	£34
100	299	£29
300	499	£25
500	999	£22
1000		£20

Optional modules

The following modules can be added to the systems:

The Self Service Portal allows external parties to start case processes, track their progress and interact with the authority and other stakeholders involved in these submissions.

GoPro Self Service Portal	
Unique Submissions per annum	Price pr month
Up to 1000	£673
Up to 2500	£808
Up to 5000	£1,034
Up to 10000	£1,489
Up to 30000	£2,263
Up to 50000	£3,439
More than 50000	£5,503

The client access API is relevant when you plan to use external systems to create cases in our systems using the system API.

Client Access API	
Unique Submissions per annum	Price pr month
Up to 1000	£673
Up to 2500	£808
Up to 5000	£1,034
Up to 10000	£1,489
Up to 30000	£2,263
Up to 50000	£3,439
More than 50000	£5,503

AI agents interact with our systems as authenticated users. Depending on the type of agent, they count as 2 or more users from a licensing perspective.

Agent Users	
Agent type	Ratio Agent to User License
Assist (suggests classifications, drafts text, no authoritative writes)	1:2
Operator (can execute writes/workflow transitions but with approval gates)	1:5
Autonomous agent (can register, schedule, create/update records with only end stage approvals)	1:8

The following conditions apply to the license:

- Minimum ACM SaaS License purchase is 10 named users
- Minimum Service Subscription period is 3 months
- Service Subscription Termination period is 3 months
- AI services that use Azure AI Service will be invoiced based on the actual spend. This approach is taken for AI services as are developing and improving rapidly and new commercial models are arising and new open-source models being announced. Further this supports use of buyer's own AI services.

Private cloud hosting and operations

	Essential	Pro	Enterprise
Price per annum:	£8,479	£32,770	£75,850
Capacity:			
Data / file size maximum	100 GB	500 GB	1 TB
Suitable for case worker users up to:	10	50	200
Non-functional requirements:			
Cyber Essentials Compliance	Incl.	Incl.	Incl.
Sandbox Environment		Incl.	Incl.
Availability	98% working hours with monthly service windows	99% extended working hours with monthly service windows	99.9% extended working hours with annual service windows
RTO/RPO	8 hrs / 48 hrs	5 hrs / 24 hrs	4 hrs / 24 hrs
Service:			
Monthly performance and availability report	Incl.	Incl.	Incl.
Availability and security monitoring	Incl.	Incl.	Incl.
High availability and security monitoring			Incl.
Online service desk	Incl.	Incl.	Incl.
Weekly service calls		Incl.	Incl.
Additions:			
Additional 50GB per annum	£44	£44	£44

Pricing example

When determining the cost you need to select the appropriate onboarding package, the needed number of users and expected application submissions per year, as well as the appropriate hosting and operations package. Please see the example below:

- You would like to do most of the configuration of the grant management system such as defining grant schemes and budget, correspondence templates and application forms. This means that the **Essential onboarding** package is the one you require
- You have **10 user** that need access to the Case Management system.
- You require a dependable and resilient service where 98% availability is a good balance between business impact and cost. This means that it's the **Essential Hosting and Operations** package you require

This results in the following costings:

Component	Cost	Type
Essentials onboarding	£5,546	On-off
GoPro Case Management App	10 users * £67 * 12 = £8,040	p.a.
Essential hosting & operations	£8,479	p.a.
Total annual cost	£16,519	p.a.