



casedoc mediation and arbitration 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 solutions support a wide range of use cases, including regulatory compliance, investigations, grant management and justice administration. 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 significantly have a 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 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 solutions 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.

Mediation and Arbitration Case Management

Casedoc case management solution for mediation and arbitration is tailored to meet the specific needs of arbitrators, mediators, panel members and ADR structures, enhancing the efficiency and effectiveness of their operational processes. It supports mediators and arbitrators in managing the entire case lifecycle. Designed for mediators and arbitrators, the system automates routine tasks so users can focus on outcomes. It facilitates the management of appointments and meetings; document agreements and settlements traction. As a holistic case management solution, Casedoc promotes client matters management from start-to-finish, enabling all parties to work cohesively towards a fair resolution.

For more details, please see <https://casedoc.com/mediation-and-arbitration/>

What the Solution Delivers

Casedoc Mediation and Arbitration Case Management is a configurable cloud platform that helps dispute resolution bodies run casework consistently, securely and at scale. It provides a single digital case record throughout the entire case lifecycle from initial filing and listing through to outcomes and closure, supporting ADR specific workflows, documents and reporting for operational control and governance. Arbitrators and mediators use the platform to:

- Manage the entire ADR case lifecycle from filing to resolution
- Automate ADR workflows, deadlines and procedural case activities
- Securely manage case documents, evidence and audit trails
- Enable digital filing and secure access for internal and external users
- Improve transparency, reporting and operational decision-making
- Support compliance, governance and data security requirements

Key Capabilities

Case intake and management

Streamlines the process of case submission and management, ensuring that all case information is organised and easily accessible. Supports electronic filing and automates case assignment to appropriate arbitrators, mediators and panel members.

One system for end-to-end collaboration

Exhibits, lists, parties, contact details, emails and documents all stored in one place, in one case.

Reports and templates

Automated generation of essential ADR forms, standard documents and emails which eliminates redundant work and commonly repetitive tasks. With Casedoc, ADR users can instantly create detailed reports and templates in compliance with legal standards and requirements, increasing overall productivity and efficiency.

Unified case workspace

Casedoc Mediation and Arbitration Case Management System streamlines the management of ADR processes, ensuring seamless operations and faster alternatives to court litigation for resolving disputes.

Monitoring & Reporting

Authorities collect progress and outcome data through online forms and dashboards. Live reporting shows spending, delivery and performance at scheme, round and individual level.

MS 365 integration

Seamless integration with Microsoft Office provides fluent work with calendars, email and word processing for secure production, filing, diary and task management.

Service benefits

Enhanced efficiency

Streamlines the process of case submission and management, ensuring that all case information is organised and easily accessible. Supports electronic filing and automates case assignment to appropriate arbitrators, mediators and panel members.

Improved accuracy and organisation

Exhibits, lists, parties, contact details, emails and documents all stored in one place, in one case.

Increased transparency

Ensures a transparent process by providing designated users with timely access to case information, schedules, and decision rationales.

Legal compliance

Maintains compliance with all relevant UK legal standards, enhancing ADR credibility and minimising legal risks.

Secure and confidential

Prioritises security and confidentiality, protecting sensitive information and ensuring that the ADR operations meet stringent security standards.

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 (Mediation and arbitration case management system) access with MFA
- Monitoring using Log Analytics

The system is hosted in a private cloud, for instance 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.
- **Users' Environment:** Allowing the user to edit any files stored on a case directly in their native application (such as Microsoft Word or Excel) without having to download or upload documents.

The Mediation and arbitration 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 Mediation and Arbitration Case Management System has several key strengths that distinguish it from traditional case management systems.

- **Modular standard ADR system.** Our modular mediation and arbitration case management system provides best practice-based adr 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 ADR processes 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 the users' 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 final design. 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 users' 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

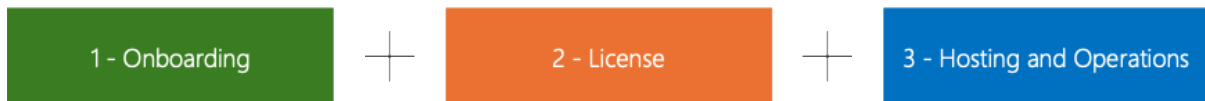
Our support framework is built upon ITIL standards and clearly defined service levels.

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 deliver best possible value for money, we also provide **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 your 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):	£ 7,702	£ 48,744	£ 95,471
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.
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.

Casedoc Mediation and Arbitration Case Management		
Number of Users		Fee pr user pr month
10		£70
11	24	£63
25	49	£57
50	99	£48
100	299	£39
300	499	£31
500		£26

Optional modules

Following modules can be added to the systems.

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

e-Filing Portal	
Number of fillings pr month	Price p.a.
Up to 500 Entry package allowed for up to 10 internal case users	£ 11,880
Up to 1000	£ 19,800
Up to 2000	£ 27,700
Up to 5000	£ 58,510
Up to 10000	£ 104,781

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/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

Conditions

The following conditions apply to the license:

- Minimum 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:	£19,992	£68,031	£150,117
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 case management system such as defining workflows and budget, document and email templates, and application forms. This means that the **Essential onboarding** package is the one you require
- You have **10 users** that need access to the 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	£7,702	One-off
Casedoc Mediation & Arbitration	10 users * £70* 12 = £8,400	p.a.
Essential hosting & operations	£19,992	p.a.
Total annual cost	£28,392	p.a.