



**Innovative Technology Supporting
People to Achieve Life's Potential**



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About Aspirico

Aspirico provides an innovative award-winning care management software system – iplanit

Supported by an international team of sector experts, iplanit delivers measurable improvements to thousands of care and support provider services around the world.

Our adaptable, inclusive solution enables our customers to place people at the heart of their services and drive operational effectiveness and quality excellence in the areas of care planning, risk management, service delivery and monitoring.

Our unique outcomes-focused design and ethos allows service providers to embed a truly person-centred culture, supporting people to achieve life's potential.

Since our foundation in 2006, we have been driven by the desire to help social care services to evolve to become more person-centred and outcome-focused, by building a care management software solution around the person supported.

Our Vision - Potential Centred Planning

Aspirico's vision is to contribute to the continuous evolution of the social care sector, across the globe, to putting supported people at the heart of their services, their circle-of-support and their communities.

With most providers having moved on from traditional "Time and Task" approaches, we want to support them to build upon person-centred, outcomes-focussed approaches to Potential Centred Planning, through the ongoing development of our care management system – iplanit.

An approach focused on a holistic view of quality-of-life and wellbeing based on relationships and self-direction, which ultimately enables people supported to achieve life's potential.





We are driven by our 'EVITA' values, which underpin everything that we do, from development of software to our approach to client management and support.

Our Values

Evidencing Value

Demonstrating the value of people at the heart of their support, and the impact on their quality-of-life.

Inclusion

Allowing people and their circle-of-support access to and control over their plans and progress, so that support is planned with them, not for them.

Transparency

Making service performance visible in real-time, making services safer, more responsive and driving continuous improvement.

Accountability

Equipping individuals, their circle-of-support and service providers with the tools to be accountable to each other, and to funders and regulators in a clear and effective way.

OUR PEOPLE

Fundamental to the vision and values of Aspirico is our staff. Understanding our ethos is a key element of our recruitment process. As such, most of our client facing team are experienced social care professionals who are experts in person centred principles and practice.

We have hundreds of years of direct care management experience in our Client Management Team, bringing expertise and experience to configuration and implementation projects, training and support, but also a real vocational passion for improving the lives of people being supported, and those that do the supporting.

Our personal journeys and professional experience within this sector drives our desire to transform the care industry to become more person-centred, efficient and empowered.

Our ethos also runs through our management and technical personnel. Our in-house Development and Technical Support Team is just as passionate about evolving and continuously improving iplanit so that it can improve the lives of people supported, their circle of support, provider staff and managers, whilst also evidencing and informing commissioners and regulators.



About iplanit

iplanit is different to traditional time and task centered approaches to service automation. Our person-centered care management solution inspires service providers and funders to reimagine what is possible, enable operational excellence and really focus on improving the lives of people in their care.

Empowered by the Person Portal, people supported can add “invited guests” including family, friends and their wider circle-of-support into their support plans and communications, promoting an inclusive and collaborative culture.

As a data-driven system, iplanit is highly configurable throughout; from support plans to notes and logs to profile data capturing.

Combined with a range of optional modules, providers are able to build a comprehensive specialist solution tailored to their specialist services, incorporating familiar terminology and workflows from intake to service delivery to reporting and monitoring, making iplanit easy to adopt and use every day.





iplanit Benefits

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| 01 | Become More Outcome-Focused: | Enabling you to move beyond 'time-and-task' to support people to fulfil their dreams, wishes and needs, and reach life's potential. |
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| 02 | Inclusion: | Allow people supported access to their plans, outcomes, progress and calendar. Nothing about the person, without the person. |
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| 03 | Support Circle: | Engage, involve and communicate with a person's wider Support Circle to build a formidable team all working together with the same information to achieve outcomes. |
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| 04 | Meaningful Record Keeping: | Transform your notes and logs from lists of task records into the story of a person's life journey with your service and staff. |
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| 05 | Real-Time Quality Monitoring: | Live cloud-based data provides oversight of service delivery as it happens, triggers alerts when it doesn't, ensuring the safety of people supported and staff. |
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| 06 | Evidence Compliance and Impact: | A deep dataset provides unique insights into the impact that your services are having on people's lives, in addition to detailed quality and compliance information. |
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| 07 | Operational Efficiency: | Vastly reduce time spent on administration and paper-based processes, saving money and allowing more time for delivering care and support. |
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| 08 | Configurability: | Unrivalled configuration options and a range of Optional Modules allow you to build a system that is best suited to your service and the people you support. |
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Usability and Mobile Working

From Version 1 onwards iplanit has been developed for over a decade in partnership and co-production with our customers from around the world, with input and feedback from social care provider managers, frontline staff and people supported. This has resulted in an accessible, intuitive user interface, an easily navigated layout where users can get straight to the important information that they need.

Incorporating best-practice guidelines, regulatory and quality considerations, a wide range of dashboards and data graphics present monitoring and management information in clear and easily navigable formats.

iplanit is a web-native, cloud-based system, meaning that it is accessible from any internet enabled device. The responsive web layout means that iplanit “recognises” what type of device you are using and adjusts itself accordingly.

When accessed by a frontline care or support worker from a tablet or smartphone, iplanit will adjust its user interface to look and “feel” like an app, without the loss of any important information.





Person Portal

With built in accessibility options, the Person Portal allows individuals to access their records, including support plans, outcomes and progress being made, providing real ownership and inclusion.

Individuals are also able to view the Calendar Module via their portal, allowing them to keep track of appointments, activities and events. Individuals are also able to add "Invited guests" such as family, friends and others within their circle-of-support, providing them with access to the portal and ability to be involved and share the support journey with the person.

Individuals are able to upload videos, pictures and sound files via the portal to bring their support plans and outcomes to life and to record activities and achievements on their support journeys.

The Portal also includes access to the internal messaging system allowing the service user to communicate directly with any combination of their "invited guests", their support team and support service managers.



“

iplanit by Aspirico has allowed us to show and share support to all involved in a person supported life, from the person themselves, their families and those supporting them. It is the one stop shop of information and has become invaluable.

Vicky Edgecombe
Dimensions UK

”



Sectors

Learning Disability & Autism

iplanit was initially adopted by innovative and forward-thinking providers of Learning Disability and Autism support services, thanks to its person-centred design and focus on inclusion and outcomes.

Since then, we have developed iplanit in co-production with many of these providers, resulting in the myriad configuration options and optional modules available today.

iplanit is a specialist solution for specialist providers, allowing them to develop and evidence the impact of their services, the meaningful improvement in quality-of-life of the people they support and how they help individuals achieve life's potential.

Building the system around the person supported started with the Person Portal, providing access and ownership of support plans and outcomes, promoting a truly inclusive approach. The addition of external media, such as pictures, videos and sound files, allows both supporters and people supported to personalise their plans, make them more accessible and "bring them to life".

Physical Disabilities and Complex Care

Care and support providers for individuals with physical disabilities, multiple or complex needs require specialist solution for their specialist services.

The highly-configurable nature of iplanit means that providers can design and develop specialist support plans and associated workflows to meet their requirements, whilst maintaining the person supported at the heart.

The unique functionality of the outcomes module and associated "step-goal" functionality can be utilised in a range of ways, whether for personal goal outcomes, reablement outcomes, health maintenance outcomes or long term rehabilitation programmes.

The range of configurable optional modules available allow providers to further build a system specific to their services – for example, the Health Monitoring module for services where healthcare and wellbeing monitoring are also involved.



Hadassa Kessler,
Director of Operations

“

iplanit is an exciting project made possible through the enthusiasm and hard work of our dedicated staff team. We are able to spend less time on paperwork and more meaningful time with the people we support leading to better outcomes.

Kisharon



Sarah Dawson,
Clinical Director

“

iplanit feels like it has been developed by people who understand the care system, and the difference in between supported living, residential, mental health, because that's what's so important, and that's what makes iplanit stand out.



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Delivering on your potential



Mental Health

iplanit is built around outcomes, and within the functionality of outcomes are “step-goals”, allowing providers to work with individuals to build detailed, actionable recovery and maintenance plans for their mental health and wellbeing.

The configurability of iplanit facilitates highly specialist care and support plans to be developed for service providers with associated workflows, and the relevant optional modules to ensure a specific end-to-end system is created for providers to ensure that people are at the heart of their support and recovery.

The Document Management module allows for external files to be uploaded to an individual's record, such as Capacity Assessments, Best Interest Decisions, Deprivation of Liberty Safeguards and other paperwork from the range of professionals involved in providing effective Mental Health support.

Older People

iplanit is a highly adaptable system and is increasingly being used in Older People's care and support, as both providers and commissioners of these services move beyond traditional “time-and-task” based approaches to a more holistic approach to health and wellbeing that values the needs and wishes of those in later life.

Optional modules such as Health Monitoring and Medication/MAR allow providers to incorporate essential monitoring seamlessly into their regulatory obligations, whilst maintaining the focus of care and support on the person supported.

The configurability of iplanit also means that specialist approaches can be accommodated for service providers, for example a separate additional Dementia Support Plan where required alongside a more universal Care Plan.

Although the Person Portal, which allows individuals to access their care plans, outcomes and activity is often used less by people supported in these settings, the “invited guest” functionality is an important element valued by family and friends, who are able to see what care and support is being provided and to be able to communicate directly with their loved-one and their care team.



**National Quality Lead,
Cheshire Ireland**

“

Cheshire Ireland chose iplanit because it offered us a holistic approach to care planning and delivery that reflects our person-centred values.




Rose's Mom

“

iplanit has connected us to her daily life. I just love it.



CORE MODULES

Outcomes & Goals



For up-to-date monitoring of plan outcomes, keeping goals and action on track.

The Outcomes module forms the heart of the Core iplanit system and is configurable to suit customer needs and language.

Outcomes are clearly defined, and there is the option to define step-goals towards more overarching outcomes. Progress toward achievement of outcomes and step-goals are trackable and progress made is clearly visible in real-time via both management dashboards and reporting and to the people supported and their circle of support via the Person Portal.

Personalised Plans



For digitised person-centred plans that help supported individuals fulfil their life potential.

The highly configurable nature of iplanit allows customers to configure different types of support plans to suit different types of services – for example learning disabilities, mental health and older people.



Fully configurable support plan format, and sections therein. Optional drop down menus for ease of use and staff prompting to build detailed support plans. Direct links to support tasks and outcomes can also be configured where necessary.

Support plans are fully configurable to suit individual customer needs and to utilise existing processes and language to aid adoption and familiarity within the workforce. Various sections can be completed by staff with the relevant permissions to build a comprehensive plan and guide for staff, which is accessible by the person supported and those invited into their circle-of-support via "invited guest"

Review parameters can be configured throughout iplanit for support plans, outcomes, uploaded documents that require review (e.g. best interest decisions, etc.) and many other elements. A record of reviews can be made in the configurable review logs.

Integrated Risk Management



For Risk Management plans that are as personalised and specific as a support plan.

Risk Management in iplanit is uniquely designed to be as person-centred as a support plan. Specific risks can be identified and "linked" to specific instructions or guidance in the support plan, with the relevant control measures assigned directly to the identified hazard.

This functionality supports an outcome-focused approach as it helps providers become more "risk aware" and mitigate risks associated with activity aimed at achieving outcomes, rather than a "risk averse" approach where generic risk assessment traditionally acts as a barrier to person-centred planning.

Messaging



For secure and efficient internal communication.

iplanit contains an internal messaging system allowing staff and managers to communicate directly, as well as people supported and other stakeholders who have been "invited" to the individual's record via the portal, or have been assigned "external login" permissions, for example Social Worker or other health professionals.



Family & Friends



For involving an individual's circle-of-support.

Through the Person Portal, People Supported are able to "invite" guests to share access to their portal, such as family members, friends and others involved in their circle-of-support. This allows them to view agreed care and support plans, calendar activity and outcome progress.

Invited guests are also able to utilise the internal messaging system, allowing them to communicate with the Person Supported and their support team directly, improving collaboration and communication with the individual at the heart of their services.

KPIs



For active capturing of key performance indicators toward internal and external metrics.

KPI and other framework categories can be configured and directly linked to outcomes, such as CQC 5 KLOEs, commissioners KPIs and internal measures and values.

Reporting Suite



For detailed reports at the click of a button facilitating audit and inspection needs.

The extensive iplanit reporting suite offers the ability to deliver instant snapshots to regulators on quality adherence and risk management across the organisation. iplanit has a wide range of graphical reporting built into the reporting tab. This includes a range of charts with icons and it is designed specifically with social care management, workers and end users in mind. iplanit has over 80 pre-configured (touch of a button) standard reports available to the provider and a further suite of additional reports available to the super user/ iplanit administrator through the maintenance screen functions.



These include:

- Person supported reports
- Support Plan reports
- Outcome reports
- KPI reports
- Incident and Event reports
- Location activity reports
- Financial reports
- User logs and reports.

The reports and dashboards have a wide selection of filtering (by date/ location/service area/region, etc.) and drill down options. Admin users can add to these, and providers can have tailored reports created if absolutely needed, typically this would be done by change control.

Media



For adding pictures, videos and sounds to a person's record to bring their plans and outcomes to life.

Accessible through the Person Portal, the Media functionality allows the individual and/or their support teams to upload images, videos and sound files to bring their support plans and outcomes to life.

Media files can be linked to care/support plans, calendars, and outcomes to make an individual's record more accessible, and is also used in innovative ways to record progress and activities.

For example, short videos recorded at the end of a plan review or MDT meetings can be uploaded confirming what has been discussed and agreed, or videos of Makaton signs can be uploaded for staff benefit. "Memory Box"-type images can be added to a record for individuals with dementia for interactive sessions with their care team.



Notes & Logs



For clear, accessible, online care and support notes.

The iplanit notes and logs module offers extensive note taking and categorisation capabilities with a comprehensive audit trail allowing you to quickly view who created a note, modified a note and who has read the note/s. Each note board is configured to meet the need of the service provider. These could include daily staff logs, records of support plan reviews, records of multi-disciplinary team meetings, or contact from family/friends/health professionals.

Specific contact records can be made elsewhere throughout iplanit. Logs can be recorded against a specific outcome activity, for example, or against the completion of a Support Task

There is also the option to use Speech to Text on mobile devices allowing staff to convert voice easily and accurately to text in the client's notes and logs and support plans.

Dashboards & Alerts



For a simple, clean-cut view of iplanit modules and services and 24/7 management overview of organisation activities and approval needs.

The iplanit Dashboard is an extensive information suite for management. It covers a wide range of data relating to clients, staff, manager, location reports. It allows historic/handover information to be easily accessed by staff members and shows all the recent activity for a person supported whether that be a change to a plan, a risk, a new note added, or a task delivered. The staff member will be able to access the information that is relevant to their role and their location only. The Dashboard offers staff access to key metrics and reports covering the full client lifecycle including:

- Initial referral/customer intake
- Capture and management of needs/assessments
- Capture and management of risks dynamically linked into care and support plans
- Creation and management of care and support plans including clinical data
- Plan reviews and review history
- Day to day care notes and audit trail
- Comprehensive budget and funding management
- Staff activity and service delivery management



- Staff activity and service delivery management
- Care quality delivery monitoring through management dashboards
- Plans, outcomes and actions
- People supported who have no current plans or outcomes and the team member/s linked to them
- Activity log to provide an overview of all activity on iplanit linked to the people or cases you support
- Staff handover notes by location.

A comprehensive panel to support alerts and triggers is available and configurable based on the organisation's needs. Alerts and Notices about incidents that need to be completed or can be linked to email alerts that send a notice to remind the assigned staff member or manager to log into their iplanit system. The incident management module offers a notes and logs area where updates and reviews can be captured.

From the home screen Alert Panel dashboard, a number of alerts will be presented for the staff; these alerts are linked to staff based on their role, permissions and location.

Document Management



For protected, online storage of care and support records, saving on physical storage requirements.

An extension of the Media functionality, Document Management is effectively an 'Electronic Filing Cabinet' within each individual's record to upload external documentation. Folders of tabs are completely configurable depending on the service type and may include:

- Legal documents – confirmation of LPoA, etc.
- MCA/DoLS/LPS – Best Interest Decisions, Advance Decisions, Capacity Assessments, etc.

Documents are accessible only to staff logins, and can be linked to plans, risk assessments, etc. For example, safeguarding measures, best interest decisions, exercise instructions to staff, etc.



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It took us some time to make the decision to take a digital care planning system on board. We wanted to really make sure that it was going to meet our needs and be configurable to what we needed rather than an off the shelf solution that we had to fit into. We looked at what we currently were doing and what we would need to do – iplanit by far stood out ahead of the others.

”

Angela Rose
DisAbility Manager, SGSSC

OPTIONAL MODULES

Calendar



For capturing of appointments, activities and daily events keeping staff, management and supported individuals informed.

In line with the iplanit core value as a “person centred” solution, the primary focus of the calendar module is to provide the person supported with important reminders (e.g.: birthdays, special occasions, appointments such as GP, dentist, family visits, coffee meetings, etc.). It can also be a great place to capture leisure activities and ad-hoc events in the person’s life.

It can also be used for regular reminders to the person for weekly support events/activities and recurring events over a short period of time (such as weekly supported grocery shopping), recurring leisure activities (e.g. swimming pool). Multimedia can be linked to activities/events in the calendar helping to bring it to life and make it more engaging. It has also particular benefits in light touch services, where the calendar can be a useful resource to capture occasional meetings.

In terms of types of events on the calendar, these can be stand-alone events which do not require any support or they can be supported events. The calendar module is accessed by either the supporter, person supported, family or friends via a separate tab provided on their login to iplanit. Like the remainder of iplanit, it includes a range of accessibility enhancements for service users to make it easy to use, including:

- Appointments
- Activities
- Important family events
- Work and work like activities
- Education
- Meetings and reviews



Support Tasks



For efficient allocation of staff to individual support, recording delivery and non-delivery in a simple workflow.

This module includes the ability for supporters to populate the individual's support needs with selected daily, weekly, and monthly care schedule items/tasks to be carried out for a particular individual or for a group of people/location.

This staff view schedule is based on individuals' support needs contained within their support or care plan. The staff tracker brings together all the support needs requirements when it occurs and how it should be carried out.

Support staff or managers use this dashboard to plan support activities and manage mandatory support tasks and reminders. When the support is delivered the Staff member can also record the delivery log from here. This can also link into the iplanit funding module.

Assessments



For coordinated assessment of needs with workflows mapped to support planning, reducing duplication and simplifying review practices.

As staff capture individual's needs through an online assessment module, iplanit automatically starts to build a tailored risk and support plan template based on stated provider guidelines and individual needs. This greatly reduces paperwork, reduces data entry at plan generation stage, enforces provider standards, and helps mitigate risk. Workflows are also included to ensure that the process is not prescriptive and that the plan remains person centred and consistent with the individual's needs and aspirations.

As part of this function, iplanit offers a range of reporting capabilities to provide management with organisation wide view of risks, the associated hazard information and the controls which have been put in place to address these risks. There is logic to ensure these risks are monitored, linked to appropriate outcomes/actions and notified to appropriate personnel when the risk status changes.

Team members and managers can track changes over time and assess where there are potential future issues at the individual, group or provider level.



Incident & Event Management



For continuous online recording, escalating and monitoring of incidents and events throughout the organisation.

The Events & Incident Management Module is a fully configurable solution for the capture, investigation and resolution workflows of a range of events or incidents involving People Supported, staff, property or equipment, such as:

- Safeguarding alerts
- Accidents
- Health and Safety incidents
- Concerns (raised externally or concerns from staff – e.g. tissue viability, deteriorating health or Person Supported etc)
- Complaints
- Compliments
- Medication errors
- Near Misses
- Restrictive Practice Events

Each incident or event type is configured with escalation protocols, response time alerts and various options for attaching external media and documents, capturing investigation notes, access control and recording of actions and learning.

It also includes specific reporting functionality designed to provide complete visibility and reporting against all events, allowing you to easily identify trends and proactively mitigate against reoccurrences and evidence quality, compliance, and related statutory reporting requirements.

Referrals & Enquiries



For smooth referral processing through introduction of supported individual to the organisation.

The Referrals & Enquiries Module allows providers to monitor their referral activity and minimise data duplication and errors. Nominated iplanit users can create a new referral and record the details of the referral applicant with a wide range of background information and the referral status e.g. Active, Pending, Waitlisted etc

Staff can update the status of the referral, personal details, log important events in the referral process and also capture and report on changes



in the actual status of the referral's application with reasons for the change. iplanit also integrates referrals by allowing providers who wish to proceed to take a specific service user "into service" by creating a new iplanit person profile record from the data stored in the referral system reducing administration, data entry and errors.

iplanit also offers a range of notification capabilities to ensure relevant staff are aware of assigned referrals and next steps required. Finally, for management, iplanit provides a range of reports showing a wide range of referral information summarised by location, status, etc. and allowing these reports to be exported to Excel and other formats/systems as needed.

Budgets & Funding



For allocating, managing, and monitoring funding from multiple sources in one, accessible dashboard.

The Funding module tracks funding streams/budgets and services delivered for the person supported/patient. These costs are linked to service delivery activities offering a wide range of reports which can be tailored for management and funders. iplanit supports providers who are seeking to capture service delivery/outcome achievement and related costs so that they can drive provider billing and payment thus supporting funder needs to pay for outcome achievement.

The iplanit funding module tracks funding needs by service user and informs strategy by providing tailored roll up reporting on contract/funding by region/group or activity area. The funding module can capture for each individual, the details of their contract funding from other systems/sources as needed.

The module also tracks the costs of services provided and keeps a tally on any deficits. These income and expenditures are rolled up and can be reported on by group/activity/area. We have also built a number of enhancements to the budgeting/funding module on iplanit to allow staff to capture when tasks are completed, how many hours, at what rate. Delivered services can be tracked as can their costs and the delivery of services can also be linked into the calendar for the person.

This allows iplanit to then offset this "delivered services" against budgeted allowance and paid for activities on the person's "balance sheet". This information can be reported on and exported to subsequently be used in external provider financial systems.



Location Management



For multi-location organisations to maximise management overview through remote monitoring.

The Location Management Module allows providers to manage the 'non person' elements of service delivery at a location or site level. Managers and staff have access to the records for their location, and area managers and central management are able to see the multiple sites they are responsible for, or central oversight. It features:

- Location Profile
- Location Notes
- Location Calendar
- Staff Notifications
- Location Reports

Health Monitoring



For quickly capturing important health and wellbeing data that can be monitored in real time.

The Health Monitoring module allows staff to quickly and simply capture wellbeing data, which is then displayed as a chart over time allowing anomalies or concerns to be immediately visible. Alert parameters can be set for the various measurements to notify staff of anomalies.

The data capture fields are configurable, and can include, for example (but not limited to):

- Pulse
- Food and solid intake/output
- Temperature
- Blood Pressure
- BMI.



Medication & MAR



For medication dosage and delivery management.

The Medication & MAR module facilitates the creation of a medication “profile” for an individual, defining all medications, dosages and schedules, which are escalated to the relevant individual (e.g. registered manager, service nurse, etc.) to be confirmed and signed off.

Once approved and signed-off, the Medication Profile creates a digital MAR for that individual, allowing frontline staff to record medication delivery as they would on a traditional paper/manual MAR.

Quality Surveys



For collection of service feedback and recommendations in a secure, GDPR-friendly format.

Surveys are provided to the user/family in the form of online questionnaires with the usual iplanit accessible features to support enlarged text, icons, multimedia and different colour backgrounds. They are configured for each provider usually based on existing paper-based surveys.

Information from the surveys is collated, and providers can have results summarised and reported in graphical form based on region, service type, date, demographic, etc. These can then be used to inform individual/ group needs or strategic decision making.



Staff Qualifications & Competencies



For up-keep of your staff records, ensuring training and qualifications are compliant with regulatory, commissioning and service requirements

This module allows provider management to track and report on staff competencies, training and qualifications. The set of reports available allow managers to match staff skills, competencies and interests to the activities of people supported, enabling more person-centred support that can be shared where appropriate. On the HR and training side, managers can utilise the information to anticipate mandatory training renewals and inform staff development, ensuring their staff teams always meet the required standards.

The module can be configured to capture a range of staff data specific to providers needs and offers a selection of export options to support management information needs. Used in conjunction with the dashboard and the support tasks/staff tracker module it allows providers to optimise staff resources in a way which is tightly integrated with the support plans and needs of the service users. Providers can set up their specific qualifications, competencies, skills and dropdowns, set up of role and location criteria, filters, layouts and access rights using a simple Wizard.

Integration & Statutory Reporting



For working seamlessly with other systems and connecting directly to regulators and funder systems.

iplanit can be integrated with a number of other business systems, such as rostering, eMAR, finance and HR systems, as well as supporting Single Sign-On.

The field-level configurability of iplanit means that data can be mapped to regulatory reporting or funder requirements, including quality monitoring, compliance data, incident reporting or financial evidence for funding.

Additionally, iplanit can be mapped and integrated with other services, such as healthcare settings and shared care records.



Implementation, Training and Adoption



Our partnership approach to Client Management starts from the moment that agreement is reached with the customer. A project manager is assigned (in most cases this will be the same person as the assigned Client Manager), to ensure a relationship and understanding is built from the very beginning.

They will set out the configuration process clearly during a project kick-off meeting, and work with the customer team to set out a project plan, based on the level of configuration required and optional modules chosen. They then work with the customer to build their iplanit system, support them in testing and sign-off and planning the training and implementation approach.

When rolling out, we work with the customer to plan a training and implementation approach that suits their specific needs and resources, whether a module-by-module rollout approach, or a full rollout at a pilot site or anything in between.

An implementation plan will typically consist of the following options:

- Device inventory audit and recommendations
- Detailed training schedule and roll-out plan
- 'Champion', manager and Administrator training
- Live online frontline staff training – recorded and edited for ongoing reuse
- On-site training (if requested)
- Implementation Workshop(s)
- Bitesize tutorial videos
- Training documentation
- Regular implementation follow-up meetings
- Ad-hoc troubleshooting and 'hand holding' through dedicated Client Manager.



Client Management and Support

We understand that providers need to roll out iplanit across services with diverse workforces, all with different levels of experience in using information technology. This is an area where we offer a level of support that we believe is one of the best in the sector.

Every customer is assigned a dedicated Client Manager, who will be from a social care background themselves. They act as a first point of contact during implementation, training and on an ongoing basis to offer advice, “hand holding” and guidance on how to get the most of the iplanit system. The support package also includes:

- Dedicated Client Manager
- Regular usage reviews and steering meetings
- 24-hour support Desk
- Monthly Best Practice Clinics/Workshops
- Bitesize Tutorial videos
- Online learning centre
- Regular upgrades to latest version of iplanit to ensure customer benefit from the latest functionality

Flexible Implementation Options

iplanit offers an unmatched level of flexibility and configurability in meeting existing and future business needs. Through our annual release cycle, Aspirico have an ongoing investment in the iplanit roadmap to ensure the platform continues to offer best practice in meeting changing industry requirements.

In addition, our “steps to success” implementation approach offers extensive configurability, a wide range of optional modules, and a change request process, to ensure customers' specific needs are met.



SECURITY AND DATA PRIVACY

Aspirico is very conscious that privacy and security of data is a critical component to your services. To this end, Aspirico continues to invest in ensuring that the appropriate levels of security are incorporated into iplanit. Aspirico and iplanit is fully ISO270001 Certified, NHS DSPT compliant and Cyber Essentials Certified (IAMSE). ISO 27001 is recognised as the international standard for managing security and data privacy to best practice levels. Aspirico has a detailed set of policies and procedures in place to ensure our system is consistent with GDPR and other data privacy statutory obligations within the countries where we operate. Aspirico is also registered with the relevant data commissioners and adheres to current information governance standards. All Aspirico staff are trained in security awareness in line with our ISO 27001 processes which are maintained and audited annually.

iplanit HOSTING SERVICES

iplanit is normally delivered as a hosted, cloud-based service but can also be deployed on dedicated, third-party or on-premise servers. All hosting is within your country, in partnership with leading, top tier, hosting infrastructure providers. These are all fully certified for ISO 27001 security accreditations and related data center standards.





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