

Service Definition Document



COMPANY INFORMATION

Claritas is a privately held limited company, registered in England and Wales with number: 03191078, with our Head Office located at 2 Deighton Close, Wetherby, England, LS22 7GZ

Claritas Solutions Ltd hold all relevant and required insurances for Professional Indemnity, Employers Liability, Public & Products Liability, Buildings/Tenants Liability, and Legal Expenses to levels required by CCS for G-Cloud 15 purposes.

You can find us on the web at: <https://claritas-solutions.co.uk/>



Crown
Commercial
Service
Supplier



Claritas is pleased to offer a range of SaaS solutions and cloud support services for government, public bodies and regulated organisations under G-Cloud 15,

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ABOUT US

OUR HISTORY

Claritas Solutions was founded nearly 30 years ago, during the early stages of the Internet driven dot-com boom, to provide high quality technology solutions to complex business problems.

Based throughout our lifetime in West Yorkshire, we have designed, built, and operated some of the UK's most business and safety critical systems across Policing, Transport and Public Safety for three decades, embracing Cloud technologies to do so in innovative ways whilst in parallel meeting difficult legislative and data classification challenges.

We are proudly UK-based, operating our services wholly from within the United Kingdom, with all our staff undergoing the strictest security vetting and this is a condition of employment, and our operating sites have been certified under List-N and PASF schemes.

Claritas continue to be privately held, with an agile and flat management structure leading our organisation of highly-skilled engineers, project managers, architects and specialist consultants.

WHAT WE DO

Many of our existing clients were introduced to Claritas during a period of crisis – let down by their existing supplier, or finding themselves in need of expert assistance, we helped them when others couldn't or came up with solutions for specific problems deemed too hard to fix. Relationships created in such circumstances are often understandably much stronger than normal commercial procurements and lead to long-term trust-based partnerships where we can bring lasting value in technical, governance and solution focussed deliverables.

WHO WE WORK WITH

Claritas work especially hard to build lasting relationships with our customers, many of whom have been with us on our journey for multiple decades, and some of whom require – and indeed have come to rely upon – our discretion to keep their services out of the public eye or may require contractually or legislatively backed non-disclosure of our engagements.

Our disclosable client list is however still broad and impressive:



PURPOSE OF THIS DOCUMENT

This Service Definition Document provides useful information to supplement the Claritas G-Cloud 15 Listing of Services, and should be read alongside the Terms of Service, Pricing Information and SFIA Rate Card.

Many customer requirements are complex and will require tailored solutions or guidance on best-fit selection of services. Claritas encourage customers who have questions on our products to contact us directly to discuss how we can best meet your requirements.

OUR G-CLOUD SERVICE PORTFOLIO

Claritas provides a range of cloud services for the G-Cloud framework, aligned to the relevant Lots. For this application we are submitting services under Lot 2b (Software as a Service) and Lot 3 (Cloud Support).

Lot 2b – Cloud Software (SaaS):

Claritas has decades of in-house software development capability, delivering secure, complex, scalable applications and undertaking complex integration and re-factoring to improve performance, supportability, and enable re-platforming.

For G-Cloud, Claritas offers a suite of cloud-hosted SaaS solutions focused on case management, operational workflow, and information management. Each SaaS offering is described in its own service listing and submission summary:

- Asset Management
- Business Operations Case Management System
- Call Centre Case Management
- Carer Case Management System
- Case Management System
- Charity Case Management System
- Document Management System
- Emergency Services Case Management System
- Multi-Agency Case Management System
- Property Management Case Management System
- Service Delivery Case Management System
- Victim and Vulnerable Persons Case Management System
- Adult Social Care Case Management System
- Children and Families Care Case Management System
- Community Safety Partnership (CSP) Case Management System

Lot 3 – Cloud Support:

Claritas supports organisations across the full cloud lifecycle—from discovery and migration through to optimisation, automation, and ongoing improvement. Services can be delivered as professional services engagements or packaged support offerings, as detailed in the relevant service definition documents and listings:

- Claritas Data Services – Cloud Professional Services
- Claritas Data Services – HyperCloud Migration Service
- Claritas Data Services – Cloud Migration Service
- Claritas Data Services – Data Amalgamation
- Claritas Data Services – Data API Creation
- Claritas Data Services – Data Integration
- Claritas Data Services – Data Transformation
- Claritas Data Services – Data Processing
- Claritas Data Services – Data Automation
- Claritas Data Services – Data Trend Analysis

OUR DELIVERY CAPABILITIES

- **Proudly technology agnostic:** We identify and integrate established market leaders with new and innovative technology products to create holistic solutions for business problems
- **Technology experts:** With a 30-year track record of government deployments hosted in assured Commercial, Police and HMG Datacentres and secure WAN-connected facilities
- **Architecture-Led:** creating tiered Enterprise / Technical / Solution Architectures from concept to physical realisation
- **Development Specialists:** Coding in multiple languages, performing re-factoring and re-platforming work or modification of both commercial and open source-based software
- **Creating Standards, Defining Best Practice:** our experts have contributed to major HMG and sectorial Security and Technology policy for the past two decades
- **Policy & Legislation:** Experts in the interpretation and application of key UK legislation driving technology markets as well as NCSC Cloud Security Guidance, Cloud First and GSC 2023.

SERVICE OVERVIEW

Digital Symphony is a comprehensive, end-to-end case management system designed to securely manage and process customer data safely and securely. Developed within the UK, Digital Symphony ensures full data and compliance with GDPR standards.

This system facilitates effective multi-agency collaboration across various sectors and industries, providing a seamless platform for agencies to work together efficiently and securely. It offers extensive features including forms and surveys, version control, booking and scheduling, all tailored to enhance operational efficiency and data security.

SERVICE DEPLOYMENT OPTIONS

Digital Symphony can be deployed in a number of ways enabling organisations to select the deployment model that is most appropriate for their needs. We have highlighted the options below and would be happy to have further discussions to mutually agree the best option for you.

- Accessed directly through the Digital Symphony Portal as a subscribed service.
- Where you may want to migrate data from a legacy system, we can provide data migration services
- Deploy your own instance of Digital Symphony

SERVICE SUMMARY

Digital Symphony is designed to flexibly meet the needs of your organisation, allowing you to manage cases with varying levels of detail according to your requirements. It enables you to capture full service user's data and the services you provide for them, offering both targeted and comprehensive end-to-end case management options where every aspect of your service and care is monitored.

Digital Symphony also supports the recording of anonymous interactions, enabling you to document advice and services provided via telephone or email without requiring personal details from individuals who are unable to share these details.

The system is user-friendly, allowing you to utilise as much or as little of its functionality as needed without incurring additional charges for new features or data extraction. There are no hidden fees.

The interface of Digital Symphony is intuitive, featuring a searchable online user guide that explains its functionality in plain English. Since Digital Symphony is accessible from any device with an internet connection, it can be used globally, while ensuring that your data remains securely stored within the UK.

Recognising the varying security needs of different organisations, Digital Symphony includes advanced security features that allow you to restrict access to records on a case-by-case basis, including controls over searches and reporting.

In summary, Digital Symphony operates on a secure, sovereign cloud-based infrastructure that, allows for real-time data management and communication. This provides a robust and secure environment for case management, tailored to support the nuanced needs of the end customer and the agencies assisting them. The platform's intuitive interface ensures ease of use while providing powerful tools like automated workflows, detailed analytics, and customisable reporting capabilities.

A FEATURE RICH SOLUTION

End-to-End Case Management:

- Complete end to end case management capabilities from the initial reporting to the closure of a case.

Multi-Agency Portal (M-AP):

- Enables various agencies to collaborate on cases, sharing necessary information securely and efficiently.

GDPR Compliance:

- Fully compliant with GDPR, ensuring data privacy and security standards are met.

Data Sovereignty:

- All data is stored and managed within the UK, adhering to the highest standards of data protection and sovereignty.

Flexible User Interaction:

- Supports anonymous recording of interactions for cases involving sensitive information.

Adaptable Usage:

- Users can employ as much or as little of the system as necessary without concern for additional fees.

Intuitive Interface:

- An easy-to-navigate interface with a searchable online user guide available.

Accessibility:

- Accessible from any device with an internet connection, enabling use on-the-go while maintaining data security in the UK.

Advanced Security Features:

- Configurable access controls to enhance security at a case level, including tailored restrictions for searches and reporting.

TECHNICAL REQUIREMENTS

Digital Symphony is accessible via any modern web browser and requires an internet connection. Services can be provided using any modern browser, for example (but not limited to):

- Microsoft Edge
- Google Chrome
- Mozilla Firefox

- Apple Safari

CONFIGURATION

Digital Symphony offers extensive configuration capabilities, allowing users to tailor the system to meet their unique operational needs. One of the key features is the ability to define organisational code lists and settings, hide screens that may not be required and switch on controls and audits that more tightly secure data.

This customisation extends to the ability to build your own custom fields, enabling organisations to capture exactly the information necessary for their specific processes and reporting needs. Digital Symphony also enables users to design and build their own surveys and templates. This functionality is crucial for gathering consistent data across various touchpoints, ensuring that information is collected in a standardised yet flexible manner. These tools are designed to be user-friendly, allowing non-technical staff to easily create and modify templates and surveys as needed.

In addition, Digital Symphony supports robust data transfer to a multi-Agency Portal in order to share client data with partner agencies, facilitating seamless data sharing and case updates. This capability ensures that data collected through Digital Symphony can be efficiently transferred to and from the multi-Agency Portal, enhancing data utility and accessibility while maintaining compliance with data governance standards.

CHANGE MANAGEMENT AND UPDATES

Regular Updates:

- Scheduled updates to enhance functionality and security, with all changes communicated in advance.

Change Management Protocol:

- Structured protocols to manage system changes, minimising impact on users and maintaining continuity.

MULTI-AGENCY PORTAL

Referring on to partner agencies is easy with Digital Symphony. Your license includes access to a Multi-Agency Portal where your partnership colleagues can register to gain access to data you choose to send them. You choose the data to be sent to an agency member, who receives a read-only copy through the separate and highly secure portal. The partner can add notes to the case which will automatically update your Digital Symphony case outcome and send you an alert that the note is ready to view. All records are transferred with an expiry date, and a full audit is created of what is sent.

MANAGING RISK

Supporting a need to protect service users and colleagues from potential harm, Digital Symphony includes the ability to build a risk matrix which will calculate a risk score, highlighting potential dangers directly on a case. This information can help an agent to safeguard the end customer or their own staff from potential harm.

DATA SECURITY, PROTECTION, AND GDPR COMPLIANCE

Digital Symphony is hosted in highly secure UK Data Centres in the north of England and is subject to UK Data Protection laws. Digital Symphony employs advanced encryption, robust access controls, and comprehensive auditing capabilities to protect data integrity and privacy, fully compliant with GDPR.

Our extensive GDPR feature comes with a full deletion schedule function so you can be safe in the knowledge that your data is being managed within your retention policies automatically.

Once you have set your own rules to the data removal schedule, you can view and manage each individual record that is due to be deleted in simple list views that are easy to navigate.

At a single-user level, Digital Symphony allows you to quickly and easily process the 'Right to be forgotten' element of the UK's Data Protection Act 2018.

The redaction and edit function enable any element of a record to be safely removed or edited, and includes a full audit trail so all changes can be tracked if future investigation requires it.

A SEAMLESS AND TIMELY IMPLEMENTATION

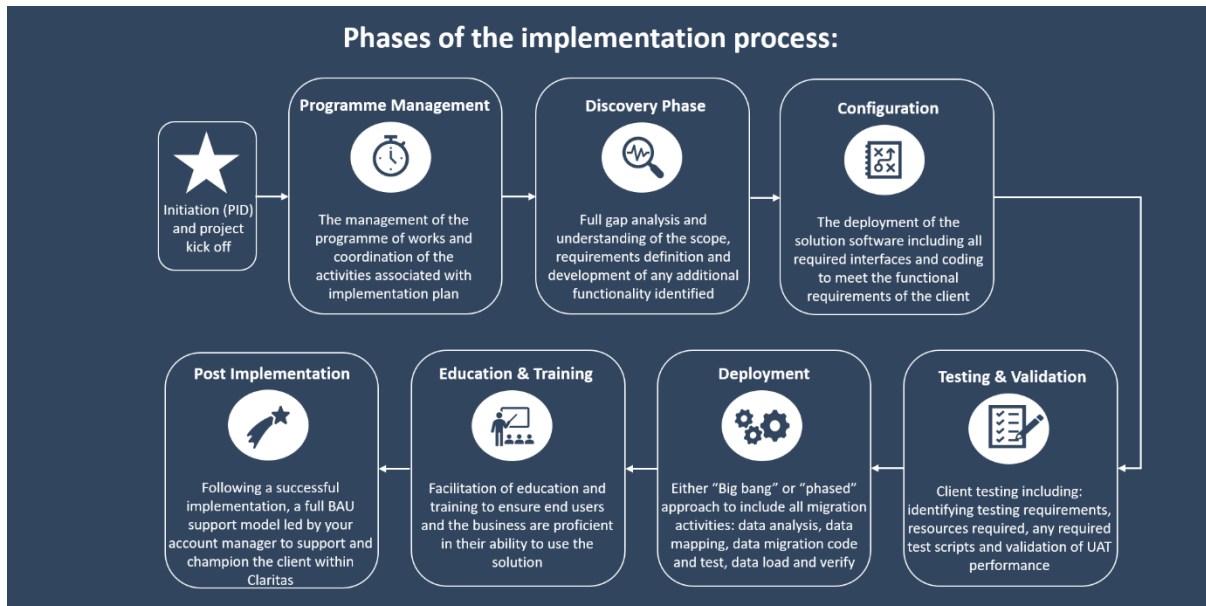
In any migration, it is critical that no users are impacted by any move to a new case management solution so an assured, low risk and on-time delivery is required. There is also a need for the client to realise the value of the new systems quickly and be able to adapt to the future needs of your users and the support they require. With Claritas you're in the safest of hands.



The Claritas implementation team is ready to go with proven, repeatable methodology

At Claritas we have the experience and proven methodology to accommodate a range of migration strategies to meet your needs and we would be happy to discuss the approaches for a successful deployment.

At a high level, each stage of the migration project is carefully planned and assessed mutually with the client. The approach covers specific phases shown in the diagram below. Our detailed migration planning and attention to risk mitigation will be scheduled into an implementation timeline according to the clients' risk appetite. This can be achieved either by a "Big Bang" approach or a "Phased" approach



This is a process that Claritas has taken many times and have the methodology, governance and risk management in place at every step of the way.

ONBOARDING AND OFFBOARDING

Onboarding:

- We can provide comprehensive training sessions, resource allocation, and support to ensure smooth adoption/implementation of the solution. A dedicated account manager will be assigned to guide the process with full access to the delivery team.

Offboarding:

- We offer a structured data extraction and secure system decommissioning, ensuring all client data is returned or securely disposed of according to contractual agreements and costs mutually agreed between Claritas and the client.

ACCESSIBILITY

Digital Symphony is available through an internet browser from anywhere with an internet connection, 24 hours a day, 7 days a week. No restrictions are applied to how and where you log into the system. It is written to WCAG-2AA standards.

DATA BACKUP AND RESTORE

Routine backups are conducted daily, stored in encrypted form in multiple locations within the UK to prevent data loss. Restoration procedures are clearly defined, with the capability to quickly restore data in the event of a loss.

DISASTER RECOVERY AND BUSINESS CONTINUITY

Our disaster recovery plan ensures minimal service interruption. Redundant systems and data mirroring strategies are in place, designed to maintain business continuity even during unforeseen events.

SOLUTION CONSTRAINTS

Scheduled maintenance occurs during off-peak hours and is communicated well in advance. Customisation of the platform is flexible but bounded by security compliance and system integrity guidelines.

SERVICE LEVEL AGREEMENTS (SLAS)

Digital Symphony guarantees minimum 99.9% system availability. Our internal support teams are available 24/7 for critical issues. Non-critical support is provided during business hours. Response times for issues are tiered based on the severity to ensure any issues with the services are resolved and back to normal in the optimum time.

BUSINESS AS USUAL AND AFTER-SALES SUPPORT

If required, we can provide ongoing support and regular updates to ensure continuous system optimisation and compliance with new regulations. Clients have access to a dedicated support team for any operational inquiries.

OUTAGE AND MAINTENANCE MANAGEMENT

Regular updates and planned maintenance are scheduled during low-usage hours. Clients are notified in advance through multiple channels, ensuring transparency and minimal operational impact.

CLIENT DATA ACCESS

Clients have full access to their data throughout the contract via secure, authenticated logins. Data extraction can be performed at any time through the reporting functionality.

HOSTING OPTIONS AND LOCATIONS

Data is hosted exclusively in our UK-based data centres, adhering to stringent data sovereignty and security protocols.

PHYSICAL SECURITY

Our data centres are highly resilient Tier3+ and UK based ISO 27001 certified. Full biometric access controls, round-the-clock surveillance, and environmental protections to ensure hardware and data security.

Every staff member is a full-time employee, NPPV3 cleared and holds full UK security clearance (SC).

Claritas holds a number of security certifications and accreditations including ISO27001 and Cyber Essentials Security Plus which underpins our business operations and Cloud Platform

FURTHER INFORMATION

Claritas is more than happy to provide a demonstration of the Digital Symphony Case Management System or provide any further information required. You can contact us via our sales contact details listed below:

- Tel: 0330 333 88 33
- Email: sales@claritas-solutions.com

Thank You



Simplifying IT Complexity.
It's What We Do.

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