

Service Definition: entitledto

About entitledto

The leading provider of benefit calculation software, entitledto products are unrivalled in terms of their ease-of-use and entitlement coverage. The entitledto tools are currently licensed to more than 180 organisations across a variety of sectors (including local authorities, housing associations, charities and welfare to work providers).

Products available

Affordability calculator
Benefits calculator
Better off calculator
Budgeting tool
Claim form
Council Tax Support consultation calculator
Council Tax Support modelling
Data analytics services
Discretionary Housing Payment (DHP) form
Homelessness prevention tool

Key features

- Optional integration between products for a seamless user journey
- Detailed help information
- Graphical presentation of results
- Detailed breakdown of underlying estimate
- Management information and statistics.
- Analyse the profile of clients and their budgets & manage patterns and trends e.g. the ongoing effects of Welfare reform within an area.

Features of all products:

Accessibility

All entitledto tools have been designed to conform to the AA level of accessibility, as set out in the W3C's Web Content Accessibility Guidelines.

API access

API access is available and supported (type: RESTful).

Data Protection

For security and data protection no personal information is stored. A unique customer reference number is created with the calculation which is used to create each query.

Data Storage

Data centres adhere to EU Code of Conduct for Operations and entitledto has backup, disaster recovery and resilience plans in place.

Development & bespoke changes

Clients are able to customise products. If you require custom changes we will always quote for development in advance and obtain consent before carrying out bespoke work.

Management Information

There is a full management reporting suite available as part of the product offering, including a summary of the number of calculations, total benefit entitlements identified and completion rates. Calculations can be separated by channel, team and individual adviser. The MI reporting can be customised to your requirements (fee payable).

Ordering & invoicing process

Customers should place orders for entitledto services through the Government Procurement Service pro-forma via email or post. Invoice will be issued at delivery and standard invoicing payment terms are 30 days from service delivery.

Service availability

Service is available all year around, 24 hours per day. Systems are hosted by a highly rated co-location provider and ISP, and has a range of failover, backup and disaster recovery mechanisms in place. Unscheduled downtime is extremely rare, but is reported within 24 hours to clients should there be any downtime.

Service levels

Software support response times are:

- Immediate - target response time 1 hour, target resolution 2 hours
- High - target response time 1 hours, target resolution 1 day
- Normal - target response time 4 hours, target resolution 2 days
- Low - target response time 1 day, target resolution 5 days

Support hours

Support hours are 9.00am to 6:00pm during office hours (excluding public holidays). If support is required outside of normal hours this can be arranged in advance.

Technical requirements

The tools are provided as a fully hosted service, so all clients must do is place a link on their website.

Supported web browsers include:

- Internet Explorer 8
- Internet Explorer 9
- Internet Explorer 10
- Internet Explorer 11
- Microsoft Edge
- Firefox
- Chrome
- Safari
- Opera

Supported devices include:

- PC
- Mac
- Smartphone
- Tablet

Termination notification

At entitledto we do not tie our customers into contracts. All you need to do to cancel your subscription is let us know (by email or in writing) and we'll cancel the subscription from the end of the relevant subscription year. Until notification of termination is provided subscriptions will continue rolling on an annual basis (or applicable length of initial term).

Training

Should bespoke training be required it is charged at an agreed daily rate (see pricing document) and includes all training material. Standard expenses are payable but can be agreed in advance.

Trial available

A trial can be arranged on request for potential customers to evaluate products at a time of their choosing.