"Providing organisations with efficient, business critical and cost saving software solutions since 1996"

ASSET
MANAGEMENT
PROFESSIONAL SERVICES
DEVELOPMENT
TRAINING
AUTOMATION BUSINESS SERVICE SUPPORT
INFORMATION
INNOVATION
FLEXIBILITY
DATA
SECURITY
CONSULTANCY
CLIENT RELATIONSHIPS
HOSTING

CREATIVE SOFTWARE SOLUTIONS

WHEELCHAIR
powered by TCES Community

SERVICE DEFINITION

CONTACT INFORMATION

COMPANY

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EXECUTIVE SUMMARY

With over 20 years of experience and successful business across the UK you can really rely on Creative Software Solutions (Europe) Limited (CSS) and our solutions, with a proven track record of transforming operation processes for a variety of industries, assisting organisations to obtain efficiencies and cost savings. Our solutions have been utilised by Local Authorities, the NHS, Emergency Services, Broadcasting Companies and Private Industries.

Our comprehensive solution offers the complete package. Our team of people have the unparalleled knowledge and tools, enabling us to provide: community equipment ordering and activity management, self-funding management, wheelchair services, consultancy, on-boarding, process reviews, supply chain consultancy and specials ordering.

We are proud of our dedicated team here at CSS, from our innovative in-house developers through to our passionate support team. With our helpdesk facility you will always be able to raise any queries you have about the Wheelchair systems via telephone and our comprehensive helpdesk system.

CSS OVERVIEW

OUR VISION

At Creative Software Solutions (Europe) Limited, our mission is to become long-term trusted partners with our customers. We strongly believe that business partnerships begin with clear direction and combined working, which is why our team work with you every step of the process. We have a fantastic, experienced team of people with years of industry expertise, who build customer relationships from the outset and continue throughout the lifespan of a contract.

OUR EXPERIENCE

With over 20 years of experience and successful business across the UK, our software has helped local authorities, broadcasting companies, emergency services and private industries make savings throughout their service and continues to do so. We work with over 60 organisations and understand the importance of providing a service that will help with the ever-increasing government constraints.

Our team of people have the unparalleled knowledge and tools, enabling us to provide: community equipment ordering and activity management, self-funding management, wheelchair services, asset tracking services, consultancy, on-boarding, process reviews, supply chain consultancy and specials ordering.

Our customer retention is excellent with most of our customers continuing to utilise our services year after year, trusting in us to provide the software and support they need to run their business effectively and efficiently.

OUR PRODUCTS

All our software comes under the software as a service model (SaaS), with project implementation being the catalyst to getting Wheelchair or any other software operational for your business within 16 weeks. This model allows us to offer the most cost-effective subscriptions, giving us that competitive edge other asset management companies may not have.

Our wheelchair solution will streamline all your wheelchair ordering processes and will increase workforce productivity, providing your managerial staff with the tools to analyse every aspect of your service. The software platform is simple to use and has the highest level of security procedures in place, making sure system accessibility and service user data is always protected.

CSS provide further solutions to a variety of industries including:

- TCES Community
- Pro-Cloud
- Wheelchair powered by Pro-Cloud

For further details on the above solutions please see these services listed on the G-Cloud 10 framework. Alternatively, please contact us direct.

WHEELCHAIR OVERVIEW

DESCRIPTION

CSS wheelchair solution is a robust equipment ordering, e-referral, e-assessment and clinic management solution for wheelchair services. The software platform can be used as a joint entity by integrating with our community equipment ordering and management platform or it can be used as one single solution.

MODULES

The wheelchair solution provides the complete package ensuring a joint up approach for all involved. Clinical and admin staff are able to input and view all data from one central platform, making sure nothing is ever missed. See below all modules included in our wheelchair platform.

SERVICE USER MANAGEMENT

The dedicated CRM within our wheelchair solution will initially be checked for a service user, which is where all clinical and service user data is managed. For all new service users, an online form is completed enabling all clinical data to be recorded. Notes and documents can always be added, making sure comprehensive service user information and vital clinical alterations are always available.

DIARY & APPOINTMENT MANAGEMENT

The Diary & Appointment Management function can be controlled through the interface or through the mobile app out in the field, enabling personnel to make appointments for service user home visits to assess their needs. Before an appointment the service user will receive an SMS, email or letter notification that is configured depending on contract requirements. Clinical scheduling is also managed through this function, which includes a self-service booking in system, linking back to waiting time and clinic attendance date recording.

WHEELCHAIR ASSESMENTS & ORDERING

Incorporating an online catalogue with all wheelchair prescriptions negating the need for paperwork, meaning new and recycled wheelchairs can be ordered seamlessly with pre-con gured questionnaires or quote attachment. Once an e-assessment has occurred all technical data is sent electronically, along with the online wheelchair configuration. The prescription order is automated and sent to the wheelchair fulfilment workshops to make sure that the build meets the service user requirements.

REFERRAL TO TREATMENT

E-referrals from GP's and accredited referrers are sent and are visible in the system instantaneously guaranteeing precious time is not lost in the 18-week referral to equipment issuing timescale. To make sure this timescale is not exceeded if a service user misses an appointment, they are admitted to hospital or a part is unavailable then the order will be put on hold. The TCES dashboard will be updated accordingly to make sure no further action is taken until the status is updated.

CITIZEN PORTAL

The white label secure two-factor authentication citizen portal enables service users and their carers to manage and track wheelchair orders at the touch of a button.

The Citizen Portal enables service users to:

- Track Equipment
- View Appointments
- View Referral Status
- Raise collection or repair
- Raise a re-referral

ASSET MANAGEMENT

Gain complete control and real time visibility of your catalogue of wheelchair assets by making use of our asset tree structure, asset locations and sub locations. Our comprehensive labelling procedure is where this function lies, delivering valuable, and accurate stock management data that is automatically accessible. Used stock is shown as brought back into the warehouse and transferred to the recycled special catalogue ready for re-use.

SERVICING & MAINTENANCE

All wheelchair assets require planned preventative maintenance, ad hoc tests or a mixture of both, which is why our wheelchair solution has been developed to automate scheduled maintenance, process ad hoc tests and alert personnel when required. Specific tasks and test can be allocated to an asset, making sure they are used to their optimum and health and safety procedures are always adhered to.

ASSET REPAIR & REPLACE

Admin personnel are responsible for raising a repair or replace request that is either raised via phone or directly from the citizen portal. Depending on the severity of the repair a referral or order is raised. On referral a decision will be made whether the wheelchair needs to be brought back into the warehouse for repair or a new wheelchair needs to be

prescribed. Whatever the outcome all information is recorded within the wheelchair interface.

ROUTING & LOGISTICS

Time constraints can be a huge strain on healthcare personnel which is why efficient travelling to service user homes is of vital importance. The automated route planning function will make sure personnel always know where they are going, with accurate calculations to service user homes whether they travel by car, public transport or foot and all with built in navigation that guides them straight there.

SUBCONTRACTOR AND FINANCE MANAGEMENT

All subcontractors associated with your wheelchair service can be managed through the TCES Community platform and with the use of the dedicated supplier management module you can view when activities have been fulfilled. All suppliers are managed with closed loop invoicing and if required our wheelchair solution can be integrated with advanced account systems such as Oracle and Sage seamlessly.

BUSINESS INTELLIGENCE REPORTING

An extensive suite of reports are available when using our wheelchair solution, delivered through powerful Microsoft business intelligence incorporating standardised 18 week NHS reporting with data upload exchange mechanism.

KEY FEATURES

✓

KEY BENEFITS

✓

SERVICE INFORMATION

ACCREDITATION

Creative Software Solutions (Europe) Limited are proud to be ISO 9001:2015 certified. This certification provides secure evidence of our commitment to offer first class delivery customer service, from initial contract right through to the implementation and support of all contracts. It underpins day-to-day processes and ensures we actively embrace our dedicated support promise. We are currently undertaking ISO 27001 (completion 2017) showing our dedication to all aspects of cyber and business security.

We are also proud to have achieved Level 3 NHS IGSOC standards, this ensures we manage and protect data effectively. We have an Information Governance officer who ensures everything is in place to make sure we continue to comply with the guidelines put in place by the accreditation, including continual support and training for existing and new employees.

POLICIES

CSS have a Health & Safety policy in place as we firmly believe that adequate provisions for health and safety are essential to working life. The maintenance of healthy and safe working conditions and the prevention of injuries and losses are not only of vital importance to CSS's efficiency and success but also in the best interests of all our employees and their families. We have a Health and Safety officer that ensures everything is in place to make sure we continue to comply with the guidelines by the policy, including support and training for new and existing employees.

CSS have an Equality Opportunities policy in place with the primary aim of providing equality for all and preventing any form of discrimination. CSS is committed to creating an inclusive working environment to maximise the potential of all staff, providing equal opportunities in all aspects of employment and avoiding unlawful discrimination at work. CSS will not tolerate discrimination, harassment, bullying or victimisation of employees or third parties who do work on CSS's behalf.

CSS have an Information Security policy which is a key component of our overall information security management framework and should be considered alongside more detailed information security documents including: system level security policies, security guidance and protocols or procedures. The aim of the Information Security policy is to establish and maintain the security and confidentiality of information, information systems, applications and networks owned or held by CSS.

LEGISLATIONS

CSS is obliged to abide by all relevant UK and European Union legislation; we comply with the following legislation and other legislations appropriate:

- ✓ The Data Protection Act (1998)
- ✓ The Data Protection (Processing of Sensitive Personal Data) Order 2000
- ✓ The Copyright, Designs and Patents Act (1998)
- ✓ The Computer Misuse Act (1990)
- ✓ The Health and Safety at Work Act (1974)
- ✓ Human Rights Act (1998)
- ✓ Regulation of Investigatory Powers Act (2000)
- ✓ Freedom of Information Act (2000)
- ✓ Health & social Care Act (2001)

USER SUPPORT

CSS are passionate about support with a dedicated team that are always available to answer any query about Wheelchair via both telephone and our comprehensive helpdesk system. Our helpdesk facility Zendesk is a cloud-based customer service software platform that allows a full auditable ticketing trail, meaning when a ticket is raised customers gain a transparent overview of ticket progress, priority classification and the name of their designated support personnel. The helpdesk utilises industry standard benchmarking in order to gauge standards set across the industry as a whole. Based on this information the team works towards and strives to exceed specific key performance indicators such as ticket resolutions times.

We offer continual helpdesk support throughout all of our contracts; our experience ensures every new customer receives the right level of support from day one. Our dedicated team is split between our professional services team and our helpdesk support staff.

The Service Level Agreement we offer the partnership is based upon 100% system availability during contracted working hours and 99.5% availability through non- working hours.

Calls will be processed using the following categories for priority assigned in the following order, each call is allocated a priority as follows:

- **LEVEL 1. BUSINESS CRITICAL IMPACT:**
    o Wheelchair site down
- **LEVEL 2. MAJOR OPERATIONAL IMPACT:**
    o Orders cannot be placed, orders manifested, invoicing effected
- **LEVEL 3. MINOR OPERATIONAL IMPACT:**
    o An efficiency module is not operative or configured correctly
- **LEVEL 4. MINOR OPERATIONAL INCONVENIENCE:**
    o A report is not available
- **LEVEL 5. SYSTEM OPERATION NOT IMPEDED:**
    o Minor or major system changes

CSS provide a normal working day and working week support service. The Helpdesk will be available to customers Monday to Friday between the hours of 08:00 and 18:00. CSS will respond to application related incidents as below and will take all reasonable steps to achieve a resolution within target timescales.

CSS will respond to incidents relating to availability of cloud services in an accelerated timeframe, we however always use best endeavour to deal with a client request as quickly as possible irrelevant of the impact:

- Level 1 - 2 working hours - 1 working day
- Level 2 - 2 working hours - 5 working days
- Level 3 - 2 working hours - 30 working days
- Level 4 - 2 working hours - 60 working days
- Level 5 – In conjunction with our support desk on a case by case basis.

CSS shall invoke the escalation procedures below, where necessary, to ensure that all calls submitted by the client will be actively progressed:

- After 24 hours – 3rd Line Support Manager
- After 48 hours – Support Director
- After 72 hours - Managing Director

OUT OF HOURS SUPPORT FOR BUSINESS-CRITICAL ISSUES

We fully understand the nature of our customer's operation; therefore, we operate an emergency out-of-hours service handled by a designated team member each week on a Rota basis, aimed to deal with the resolution of issues deemed to be operational emergencies.

OUT-OF-HOURS' PLATFORM UPGRADE AND SERVER HARDENING

Out-of-hours support, upgrades and platform hardening is undertaken and managed by our hosting provider Rackspace UK in conjunction with our internal technical and security team. All work is undertaken outside normal working hours (around 23.30 GMT).

Any critical update (security) where downtime could be experienced will be advised in advance to the Wheelchair customer group through normal communication channels.

CSS and or Rackspace will never undertake an upgrade, which would affect the day-to-day operation of our clients.

USER TRAINING

Getting business trained in our Wheelchair solution is vital importance to us, we want the system to be used to its optimum with our customers getting the most out of it every single time.

We offer as a number of traditional face-to-face training session as pat of every contract go-live. We recommend a certain amount of training days depending on the size of your

organisation. Training sessions consists of group sessions (normally 15 per session) in a classroom environment that are arranged by the contracts authorised office and one of Wheelchair's training co-ordinations. This training will enable personnel to begin using Wheelchair instantaneously and can take place either in our offices or at a location that suits you.

A number of managerial training sessions are also offered to make sure organisations are benefiting from the systems fundamentals. Throughout these sessions managers and other identified authorised officers will learn everything needed to equip themselves including; how to set up new users, search for current users, use the communication tools correctly and track the history of assets and employees.

After Go-Live you will have access to our e-learning platform and all help guide materials.

PRICING

Wheelchair pricing is based upon an annual subscription outlined at the start of the contract, this will vary depending on the modules purchased. You can add additional modules if required, these may be purchased on commencement of the contract, or at any time during the contractual term.

Minimum contract length for Wheelchair is 3 years.

Please see the Pricing Strategy document for Wheelchair standard subscription cost and a full breakdown of the additional module costs which also includes additional optional charges for training, support, bespoke development and consultancy.