

T-Impact Prebuilt Cloud Robot Solutions

Solutions to accelerate your Digital Transformation & enhance your RPA ROI

Service Definition Document

G-Cloud 12 Digital Marketplace - Cloud Support



“T-Impact have demonstrated an almost infectious enthusiasm for understanding not just the way that technology needs to be applied, but also understanding the business process that it needs to be applied to. We’ve really benefited from working with T-Impact. They’re a smart team who have worked hard to understand what we really need.”

Matthew Cain, Head of Digital and Data - Hackney Borough Council

Valid from July 20, 2020

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SERVICE DESCRIPTION OVERVIEW

Prebuilt RPA (Robotic Process automation) Benefits

T-Impact's prebuilt RPA solutions help you accelerate your time to value and demonstrate significant savings to your board.

- Robotic Process Automation (RPA) has huge potential to improve and streamline your services
- Once you have invested in your RPA subscriptions, it is beneficial to deploying several Robot workflow processes to achieve a significant return-on-investment.

We built these RPA solutions in collaboration customers, who continue using the solutions today.

- Solutions have been proven in live operation, we have already worked through the things that go wrong and enhanced the solutions to a mature state that deals with most exceptions
- Every purchase you make will help your colleagues in the NHS & Local Government
- Participating customers receive service credits when we sell process solutions developed in partnership

Bespoke development projects carry a certain amount of risk. Our pre-built solution will be tailored to your exact needs, reducing your project costs & risks:

- It is hard for your team to express all the tasks they perform today, especially the ones they perform occasionally. Getting this documented in a set of requirements is difficult and often leads to substantial rework.
- Your team can quickly see our prebuilt solutions running in your test environment, where it is much easier to identify what needs to change to achieve a 100% fit
- We provide documentation that enables your teams to install, operate and support our solutions after configuration

Solution components

We understand that every customer's needs are different. We designed this solution to provide the best balance between value for money and taking overall accountability. We are happy to refine this bundle for your specific needs.

Each of our prebuilt solutions includes the following components:

Solution Component	Description
RPA prebuilt solution	<p>We will provide you with the UiPath workflow, ready to install on your bot and deploy into live operation.</p> <p>In most cases, this solution will require some configuration.</p>
RPA configuration pack (Optional extra)	<p>We realise that your organisation is unique, and our solutions will need to be tailored/configured to meet your specific needs & environment. Changes to work with your IT systems, data formats and process activities are quick and easy to deploy with RPA.</p> <p>This pack includes 15 days of professional services support:</p> <ul style="list-style-type: none"> • model/improve your process • configuration changes to your RPA workflow (Pre-configuration preparation, project schedules & controls, Define configuration features, Configure RPA Workflow, Resolve incidents reported during UAT, Deploy solution) • Prepare documentation

	<ul style="list-style-type: none"> Define and deliver training <p>If your process large or complex, you can top up the days with our RPA Services offer.</p>
Solution documentation	<p>As part of the configuration pack, we the solution documentation will be updated to reflect the agreed RPA configuration, so your team can support it going forward:</p> <ul style="list-style-type: none"> RPA Technical specification RPA Infrastructure checklist RPA PDD (Process Design Document) RPA DSD (Development Specification Document)
Training	<p>As part of the configuration pack, we will provide the following training courses. These are delivered via video conference & can include up to 20 attendees.</p> <ul style="list-style-type: none"> 1 User Training course 1 Operations support course
Support pack	<p>As part of the configuration pack, we will provide post-deployment support to:</p> <ul style="list-style-type: none"> Resolve incidents Complete Change Orders <p>We recommend purchasing additional prepaid support days if more than 80% of your configuration pack is utilised before “go live”</p>

Prerequisites

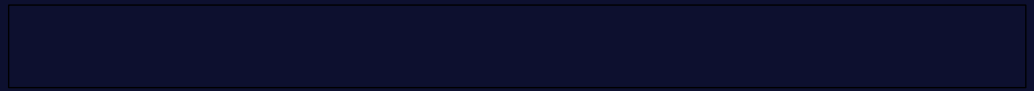
We understand that some customers will want complete solutions & others prefer to fine tune themselves. We support both options by pricing the services packs as optional extras (Configuration, training and process mapping). See the G-Cloud pricing document for details. We can also prepare a custom bundle if you want more services or UiPath licences included.

Technical pre-requisites: You will receive a Technical Specification detailing each of these prerequisites. We will perform an audit to confirm everything is setup correctly before work begins.

1. UiPath RPA Developer/Studio licenses to install, configure and deploy your solution
2. UiPath attended or unattended bot to run the RPA workflows
3. UiPath orchestrator - required for unattended bot (this is bundled into some bot configurations)
4. Development, Test and Production environments - these can be cloud or on-premise
5. Remote access

Resourcing prerequisites: You will receive a Statement of Work detailing the tasks your team will perform to ensure a successful implementation. We will agree resource availability and timing during project preparation and provide a Project Schedule detailing when work need to be performed.

1. RPA Infrastructure & set-up
2. Project management



3. Review/approve Business Process Requirements
4. Playback feedback
5. User Acceptance Testing preparation & execution
6. IT support

SERVICE DESCRIPTION OFFERS

Housing Robots - Rent increase processing

This RPA workflow manages landlord and housing association requests for rent adjustments, freeing your staff to work on higher value activities.

Key benefits include:

- Service quality - ensuring all checks and rules are applied consistently.
- Compliance evidence - Records all activities performed by the bot, which can be evaluated and reported on separately. This is useful in case of subsequent disputes, court cases or compensation claims.
- Reduced operating costs - Implemented for councils in London and North-East, this solution has saved hundreds of hours of labour.

Our solution works with the following IT Systems:

- Orchard - housing system
- Academy - housing system
- Civica - housing system

Features:

- Extracts excel/csv based rental request forms from emails
- Responds to sender if Excel is password protected and password was not provided.
- Extracts data from excel spreadsheet.
- Validates extracted data against predefined business rules for percentage rental increase & maintenance fees.
- Applies updates to Housing system.
- Notifies sender of results.

Housing Robots - Social Housing

Housing move forms can cause billing delays, impacting revenue and cashflow. This RPA workflow manages move requests, billing and deals with all but the most complex scenarios.

Available from Q3, 2020

Key benefits include:

- Reduces billing delays, increasing revenue and cashflow.
- Reduces backlogs of move requests, dealing with all but the most complex scenarios.
- Moves are entered into your IT Systems and automatically sends relevant correspondence to occupiers and landlords.
- This solution is expected to eliminate work backlogs, and billing lead time from 10 days to just 1 day.
- Staff will be free to focus on complex cases and improve council services to the community.

Our solution works with the following IT Systems:

- Academy - housing system
- Northgate System
- Civica

Features:

- Produces new bills, sending to residents and landlords and update in IT System
- Checks for complex exception conditions and raises to human resource
- Manages HMO properties, producing bills and correspondence for individuals
- Checks new applications for duplicates and notifies Housing Officer of potential duplicate to investigate

Housing Robots - Accessible housing data (Microfiche Filing Robot)

Housing archives contain valuable information, this RPA workflow ensures these are digitally stored and easily accessible to your teams.

Key benefits include:

- Revenue generating opportunities from tenant recharges, succession rent reviews and increased central & county funding.
- Indexes scanned document data, recording key tracking information in your case management or document management system, accessible to staff
- Enable documents to be searched by client/property
- Avoid preparation, losses and compensation claim expenses for court cases and tribunals
- Reduced operating costs, reducing human resource hours and the need for temporary staff
- Very simple process with minimal effort

Our solution works with the following IT Systems:

- Orchard
- Information @ Work

Features:

- Scanned document data extracted and indexed
- Associated transactions identified and updated with relevant client/property data

Hand writing analysis - RPA & AI solution

T-Impacts Handwriting Robot combines Robotic Process Automation (RPA) and Microsoft Cognitive services technology, to automatically extract data from hand written forms and load the data into your IT Systems.

Translation to digital data with 93% to 97% accuracy, with appropriate AI training. This is higher than most human data entry accuracy. Solution extracts form background & images from data to translate and feeds hand written characters one at a time to achieve highest level of accuracy.

Our solution can be easily extended to include training feedback loop, using either your existing or UiPath's workflow capability.

Available Q3, 2020

Key benefits include:

- Improve data accuracy, reducing impacts across many other processes
- Ensure customer data consistency across all IT systems
- Reduce customer complaints with improved customer data accuracy
- Improve compliance reporting, audit every transaction
- Free staff to improve services and support customers
- Reduce costs, 90% cheaper than UK support staff
- Improve staff morale, freeing them from tedious data cleansing work
- Automate with Latest technology rather than using temporary labour

This solution works with the following IT Systems:

- Scanned images of handwritten forms
- NHS Patient Management Systems (bespoke) - will require customisation pack

Features:

- Reduce costs by automating data entry work
- Automate updates to your IT systems scanned hand written forms
- Accuracy exceeds 95% if trained properly

- Faster access to data - eliminate backlogs
- 17 days configuration pack available for configuration & AI training
- Installed on your UiPath Robot & Microsoft vision AI licences
- Enforces standard process across all relevant IT systems
- Works with UI Path Orchestrator
- Includes 12 months support
- Scalable solutions that supports parallel processing

Private Sector License - Landlord & property checks

Licensing allows councils to improve property standards, making communities safer & better for residents. With our partners we can provide the complete change wrapper. Working with you through approval to designing and successfully implementing a digitally enabled operation. We know the implications of being able to efficiently deal with applications through to enforcement.

We understand the full licensing lifecycle, from determining eligibility, through navigating the shaping of scheme objectives, getting council agreement and approval from the Secretary of State (MHCLG) to full implementation of an efficient service.

Available Q3, 2020

Key benefits include:

- Using automation reduces operating costs and releases staff from repetitive mundane tasks to perform more valuable work
- Increase service quality and capability.
- Cost-neutral solution with opportunities to generate income through Landlord fees.
- Release investment to improve the living conditions of some of your most vulnerable residents and key workers.
- Generate compliance evidence from audit logs
- Improves quality of data with zero data entry errors

This solution works with the following IT Systems:

- MetaStreet Licensing System
- Land Registry
- Gas Safety Register
- Rogue Landlord Database

Features:

- Checks Gas Safety website for valid company and engineer registrations and uploads information to MetaStreet
- Extracts house number and postcode from MetaStreet and checks Land Registry database to determine Freehold, Leasehold or both exist, takes a screenshot and saves to network/SharePoint drive
- Reads Landlord surname from MetaStreet application and searches in National Rogue Landlord data, updates MetaStreet with finding and assigns to officer.

Manage Universal Claims processing DWP

This RPA Workflow applies updates from DWP transactions.

Available from Q3, 2020

Key benefits include:

- Updates change of name, address and circumstances as well and new income and payments.

- Verify all potential applicants against a strict framework
- Ensures decisions are made fairly and impartially with no claim affected by personal bias.
- Free staff from dealing with basic enquiries, allowing focus and analytics on genuine exceptions.
- Free staff from repetitive, mundane administration leaving them to assist residents on the frontline, creating a positive customer experience

Our solution works with the following IT Systems:

- Resource Link System
- Aareon: QL Housing Management & Finance Uniface
- Atlas Benefits System

Features:

- Data validation
- Updates to contact and circumstances information
- Captures new income and payments data

HR New starter on boarding

Streamlining responses for vacancy applications, this RPA Workflow manages your on-boarding process for new starters.

Available from Q3, 2020

Key benefits include:

- Releases HR resources for staff to focus on critical tasks,
- Ensures HR system is maintained daily and data held is secure
- Automates job posting creation in your internal systems
- Ensures the new starter process is scheduled and completed ahead of time
- Manages ordering of physical assets, tracking receipt of mobile phones, laptops etc
- Creates accounts on payroll, CPD, email and other internal IT Systems
- Uses existing access control systems to allocate access codes for buildings, scanner & copiers etc
- Sends introductory emails to new starters and assigns induction training in on-line diaries, such as Office 365.

Our solution works with the following IT Systems:

- Resource Link System
- MyWorkforce SharePoint System
- Microsoft Office 365
- Work day interface planned Q4, 2020

Features:

- Maintains updates to personnel records
- Integration of recruitment and HR databases
- Automatic notifications - sent to support team and line managers of on-boarding activities
- Automated notification tracking and escalation
- Automated equipment orders
- Automated update of Office 365 accounts
- Automated emails, e.g. welcome messages to new starters

Care in the community / Adult Social Care

Social Workers dealing with home bound residents request services such as nursing, transport and day care. This RPA Workflow automates those digital requests.

Key benefits include:

- Filters out duplicates and validates requests

- Confirms the supervising authority
- Ensures appropriate apportionment of costs, where appropriate
- Prepares correspondence to inform recipients.
- Releases staff from administrative duties, enabling resource to be directed at critical tasks

Our solution works with the following IT Systems:

- Bespoke council system - configuration pack required to work with your IT system

Features:

- Automated approval/rejection decision
- Automated funding decision
- Automated notifications to beneficiary & care workers
- Updates applied to revenue & benefits system

Enhance Single view of the Customer (central filing robot)

This RPA Workflow creates a Robot, acting as a “central filing clerk”, gathering documents, responding to service requests and forwarding to relevant officers.

Key benefits include:

- Reduces operating costs, saving hundreds of human resource hours every year
- Generates letters to be printed and posted to customers.
- Releases housing officers time to focus on complex issues and customer facing activities
- Places all photo's/emails/scanned documents/reports etc in one place, linked to the customer with an ID and easily accessible to Council teams

Our solution works with the following IT Systems:

- Information @ Work

Features:

- Automatic extraction of email attachments
- Automated processing of images and system generated notifications
- Automates data entry into case management or document management systems

Streamline finance payment processing

This RPA Workflow captures utility bills, codes and processes them for payment importing scanned incoming invoices and translating into the finance system.

Key benefits include:

- Collects all incoming invoices and files in one place, sorting the utility bills and identifying those with a PO number and those that do not have a PO number
- The system replaces the manual effort of data import, finance system coding checks and posting directly into the finance system for final payment processing based on the suppliers terms.
-

Our solution works with the following IT Systems:

- Unit 4 Agresso

Features:

- Checks and alerts for incoming invoices based on a pre-defined schedule
- Checks whether there is PO
- Checks financial system coding
- Posts transactions into finance system
- Produces a report for finance

Process direct debits

This RPA Workflow processes direct debit instructions, matching to your existing Finance Systems. The robot process was originally developed for a London based Council

Key benefits include:

- Eliminates duplicate direct debit instructions
- Applies complex name matching between systems, considering abbreviations & different combinations of names
- Ensures no duplicate charges are applied
- Re-calculates direct debit amounts on days remaining in pro-rata'd periods
- Updates your existing finance systems that collect direct debits.

Our solution works with the following IT Systems:

- Academy
- Excel
- MS Outlook

Features:

- Fuzzy logic automated matching of applicant to resident in revenue & benefits system (reduces duplicate resident records)
- Automated calculation of direct debit charges
- Automated prorated calculations
- Automated posting to finance system
- Reporting

Sales & Marketing - Lead generation capture Robot

This RPA Workflow collects sales and marketing leads from your website and other lead capture sources and enters them into your CRM System.

Key benefits include:

- Reduces mundane, administrative tasks allowing staff to focus on revenue generating tasks
- Never miss a potential lead by being notified daily of leads received
- Eliminates contact detail errors from manual entries

Our solution works with the following IT Systems:

- Salesforce
- WordPress
- LinkedIn Campaign Manager
- LinkedIn
- Excel File report
- Email notifications using outlook

Features:

- Checks for duplications in your CRM system and updates with the most current information
- Checks WordPress based email notifications from interested parties
- Checks Leads from LinkedIn Campaign Manager
- Enriches information from all sources by matching with LinkedIn available information
- Sends out report of processed information to responsible team members
- Validates system availability and raises exception notifications if no access available

Debt collection - Enforcement Agency cash allocations (EA Cash)

This RPA Workflow processes Enforcement Agency cash allocations, managing the cash transfer spreadsheet from Enforcement Agencies. Previously, a time consuming manual task, which was performed by staff every daily.

This automated RPA workflow collects emails from Enforcement Agencies from outlook, extracts EA reports and verifies the transfer transaction against Academy balance and transactions. Once verified the robot then transfers money to the individual clients account, verifying the result in Academy.

Key benefits include:

- Free staff to focus on complex cases and exceptions
- Improve operational inefficiencies, reducing financial loss and increasing revenue
- Improves data accuracy

Our solution works with the following IT Systems

- MS Outlook
- Excel
- Paris
- Academy

Features:

- Cash transfer process reads data from multiple excel spreadsheets relating to 3 enforcement agencies.
- Checks within the Paris application to see if the full amount for any of the 3 enforcement agencies has appeared within Paris, when the amount is there the process is to transfer the money from Paris application to Academy application.
- 1 day after the transfer has been made the amount will show in Academy then the process is to carry out the transfer listed within the Excel spreadsheet.

T-IMPACT OVERVIEW

Introduction

T-Impact work with public sector service directors, helping them achieve more with less.






We have numerous Local Council, NHS & Central Government customers and have an established track record with private sector customers in banking, telecoms and logistics.

T-Impact's Digital Transformation services are designed to complement your existing programmes, technology and skills. We can help you define and successfully deliver your Digital Transformation.

Our Digital Transformation services enable you to

1. understand & measure resident/patient/customer needs, building one customer view
2. Develop smarter digitally enabled service/patient pathways to improve care and reduce costs
3. Work with work smarter with your existing partners and suppliers
4. Empower your team to design & implement solutions that complement rather than replace your existing systems

Typical benefits include

	Customer Service	Provide a better service to your customers by allowing critical staff to focus on those customers rather than admin & back office procedures
	Save Money Every penny counts	Launch new products & services, without hiring more staff and reduce existing operating costs
	Help to eliminate errors, duplications & waste	Improve quality – zero data entry errors, audit everything, complying with policy and regulation every time with automated compliance reporting
	Rationalise Back Office Admin	Automate admin and maximise the expertise of your most talented staff – they know your business the best!
	Innovation & creativity	Start or accelerate your digital transformation journey and migrate data to a new IT system, without waiting for API's to be developed.

Why choose T-Impact

As an SME, we rely on our specialisation and reputation for superior service to compete with big generalist consulting and implementation firms.

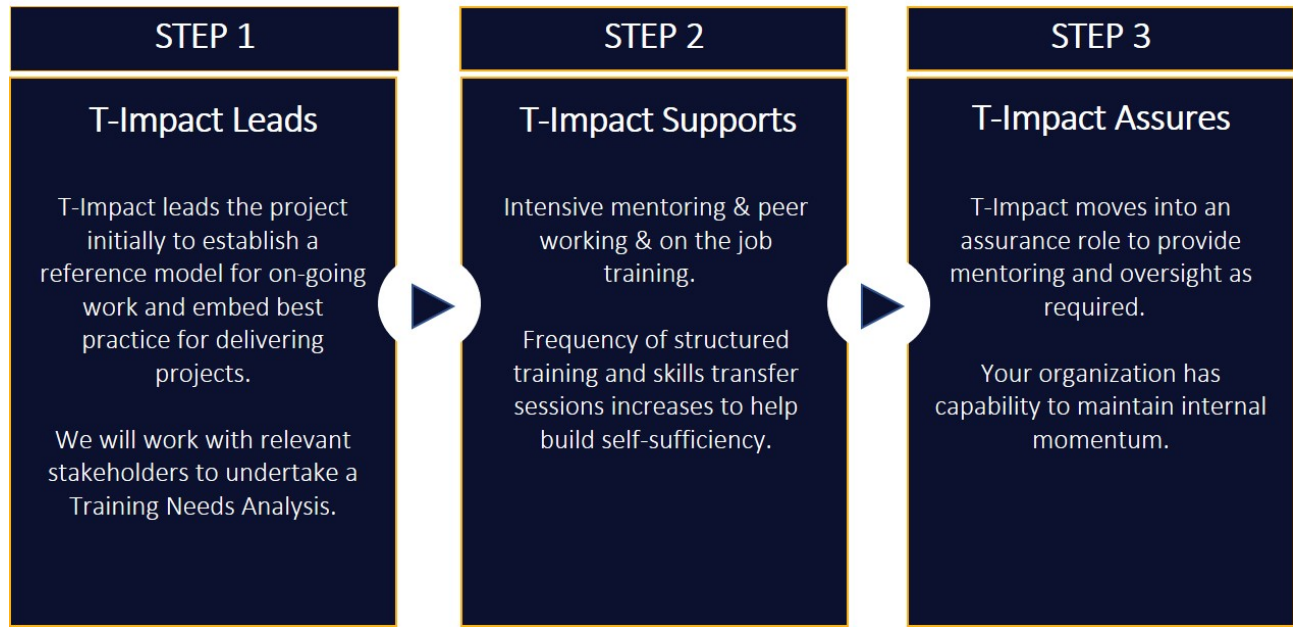
Our customers tell us that they chose us because:

1. We are focused & highly specialised - we are not generalists, all our staff have deep expertise with the services we offer
2. We are agile and react quickly - PO to on-site in as little as 1 week
3. We take accountability and ownership for getting things done
4. We take it personally
5. We measure quality, ensuring standards and expectations are exceeded
6. We have strong customer testimonials - more video testimonials than most larger firms

More than 80% of our work comes from customer referrals and repeat business. We achieved a Net Promoter Score of 9/10. You can rely on us to deliver an outstanding service.

Knowledge transfer - building long-term value

T-Impact are committed to building long-term value in your organisations. We have several Centre of Excellence services designed to encourage self-proficiency, building long term value in your organisation.



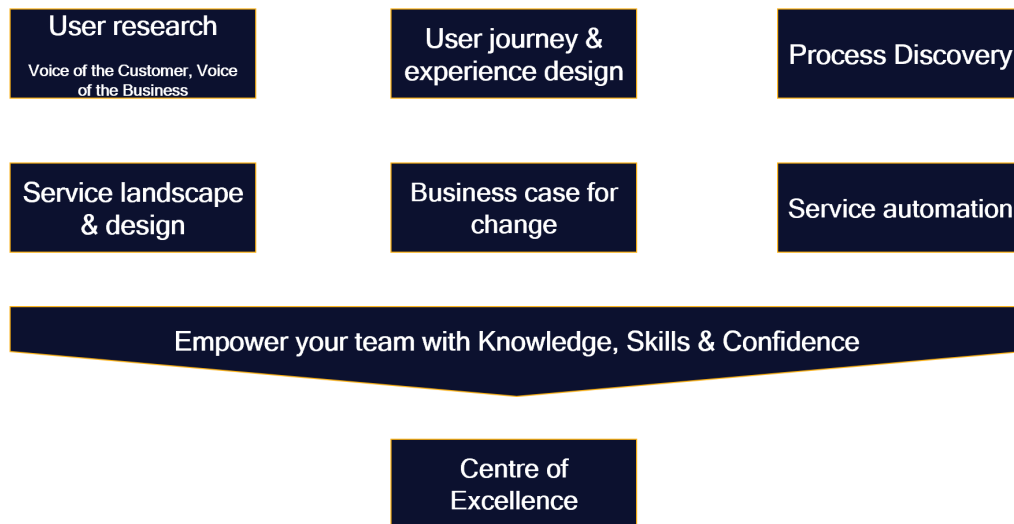
Government Digital Services (GDS) Compliance

Our solutions are compliant with Government Digital Standards (GDS). We have helped many customers with discovery through Alpha, Beta and live operations.

Our Services

Our services help you design your Digital Transformation and deliver automated processes that improve services and reduce costs. The following illustration highlights our key services. Our typical approach is to deliver a few projects, as a reference model, then transfer knowledge to your team, building your self-reliance.

T-Impact services



User research

Understand the needs of your residents/patient (customers), building a body of empirical evidence which can be used to design a persona based customer view

User journey & User experience design

Model the user journey your residents/patients/customers currently experience, understanding the “moments of truth” where you have best opportunity to delight or frustrate them.

Analyse the user journeys to understand where they can be improved, aligning to your customer needs and removing defects & waste. Identify opportunities to work smarter with your existing partners and suppliers.

Quantify your improved service costs, identifying the cost/savings and defining the empirical evidence required for service design.

This service is supported by process modelling, analysis and simulation tools, which enable your team to accelerate & standardise this work, delivering long-term value across your organisation.

Process discovery

Identify and prioritise the processes which you should be focusing on to build a comprehensive Digital Transformation roadmap.

This service is supported by process mining tools, which enable your team to leverage the skills and experience across your organisation, vastly accelerating delivery and reducing costs.

Service landscape and design

Model your existing services to understand the impacts of the improved service design. Ensure impacts to all organisations, processes and technologies are considered in your Digital Transformation roadmap.

Identify opportunities to utilise the latest technologies, which can often achieve the additional features and benefits without replacing your existing IT systems.

Business case for change

Prepare costs, benefits and return-on-investment analysis to help build support for proposed changes.

Define the change management & communication strategy to gain support of sponsors department/team leads and front-line staff - winning heads, hearts and minds during delivery

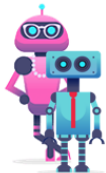
Service automation

Implement the end to end delivery, ensuring your team have the skills to support changes and confirm benefits realised. Use agile, waterfall or Scaled Agile Framework to rapidly deliver results.

Automate your services, leveraging the latest complementary technologies, such as Robotic Process Automation (RPA), Artificial Intelligence (AI) and Workflow (BPMS). These often allow you to achieve desired outcomes without replacing your existing IT systems.

T-Impact Digital Automation specialisation

We specialize in 4 complimentary technologies that add value with minimal changes to existing IT systems



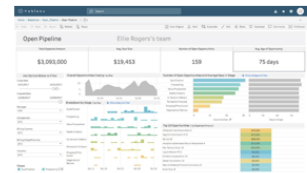
Robotic process automation (RPA)



Workflow & Business Process Management Systems (BPMS)



Artificial Intelligence (AI) & Business Rules Management Systems (BRMS)



Data visualisation & dashboards

Existing IT systems



Licensing



ERP



Rev & Benefits



Housing

G-Cloud Support services catalogue

We have packaged our services into the following G-Cloud Support services.

T-Impact Cloud Support services				T·IMPACT Digital Transformation Experts
Establish		Deliver		Transfer Knowledge
Digital Transformation	GDS Discovery Services Expert staff to support your projects			Roadmap Enablement pack Process mining & backlog
				Service Improvement Enablement pack Model & Improve processes
RPA	RPA Organisational Assessment Business case & ROI (3 Processes)	RPA as a Service 1 bot & workflows on your infrastructure	RPA Prebuilt solutions Working solutions, customised to your needs	RPA CoE - Developer Reference project, training & mentoring
	RPA Roadmap & Business case Business case & ROI (10 Processes)	RPA as a Service 10 Pack 10 bots, workflows & cloud infrastructure		RPA CoE - Business Analyst Reference project, training & mentoring
	RPA Vendor Assessment	RPA Services Expert staff to support your projects	RPA Off boarding plan Scope & plan migration to a new RPA platform	RPA CoE - Project lead Reference project, training & mentoring
	RPA Licence needs Assessment			
BPMS, BRMS & AI		AI Services Expert staff to support your projects	AI Licence needs Assessment	
		BPMS Workflow Services Expert staff to support your projects	BPMS Licence needs Assessment	
		BRMS Rules mng Services Expert staff to support your projects	BRMS Licence needs Assessment	

Our RPA pre-built RPA workflows were designed/built in collaboration with our customers. Every time you purchase one of these solutions, you are contributing money to a good cause - supporting your public sector colleagues.

Our RPA pre-built solutions include the following:

Housing solutions	Finance	General Purpose
<ul style="list-style-type: none"> Housing Robots- rent increase Housing Robots- social housing Housing Robots- Accessible housing data (Microfiche Filing Robot) Private Sector License - Landlord & property checks 	<ul style="list-style-type: none"> Manage universal claims processing DWP Streamline finance payment processing Process direct debits Debt collection - enforcement agency cash allocations 	<ul style="list-style-type: none"> HR New starter on boarding Care in the community / Adult Social Care Sales & Marketing - Lead generation capture Robot Handwriting Robot - extract handwritten data from forms Enhance Single view of the Customer (central filing robot)

G-Cloud Software services catalogue

As a Gold/Premiere partner for the largest technology firms, we include the world's best Digital Transformation tooling in our G-Cloud Software offers and as part of our bundled offerings.

T-Impact Cloud Software services Stand alone & Software included in bundles

	Establish	Deliver	Transfer Knowledge
Digital Transformation	IBM Blueworks Live Model, analyse & improve processes Salient Insights + DBA SIM Process dashboards & simulation		Roadmap Enablement pack UiPath Automation Hub Service Improvement Enablement pack IBM Blueworks Live & Salient Insights + DBA SIM
RPA	UiPath RPA Platform All core offerings available	RPA as a Service UiPath RPA Developer & IBM Blueworks Live RPA as a Service 10 Pack 10 UiPath RPA Cloud unattended & RPA Developer RPA Services Expert staff to support your projects	
BPMS, BRMS & AI		Microsoft Cognitive Analytics Pre-packaged cloud AI capability Bonitasoft Enterprise Automate & report workflow across your business	IBM Watson AI Pre-packaged cloud AI capability IBM DBA: IBM BPM Automate & report workflow across your business IBM DBA: IBM ODM Expose rule for end user management

DATA PROTECTION & REGULATION

ISO and Cyber Essential Certifications

T-Impact are BS ISO 9001:2015 accredited and Cyber Essentials certified. We are happy to provide certification on request. We partner with UiPath, providing the security of BS ISO 27001 through all their products.



Data backup, data restoration and disaster recovery

Several of the CoE services we provide include assets that can be downloaded from the T-Impact cloud document repository, built on Share Point.

T-Impact Business Continuity & Disaster recovery plans, processes and systems are designed to be BS ISO 27001:2013 compliant. T-Impact operate over 3 locations in 2 countries, with automated failover to cloud infrastructure.

T-Impact is a cloud-first firm, with all project & applications deployed on the cloud. Our cloud-based data centres are geographically dispersed, and “mirrored” across multiple locations. All business-critical data is replicated across data networks with failover to prevent system downtime.

Privacy

The solutions we provide will not store any customer data outside your organisation. Any data our solutions retrieves from your existing IT Systems & Tools will be updated back into your IT systems or other authorised data stores. No customer data will be stored on T-Impact infrastructure.

Regulated market experience

T-Impact have delivered life-critical systems to customers, such as NHS Blood & Transplantation. Our solutions are trusted to support clinical diagnostic decisions that are deemed high risk.

We have experience providing services regulated by the following regulatory frameworks:

- Good Manufacturing Practice (GMP)
- In-Vitro Diagnostic Devices (IVDR), regulated by MHRA
- UKAS accreditation
- Human Tissue Authority (HTA)
- General Data Protection Regulation 2016/679 (GDPR)

DELIVERY

Pricing Overview, Discounts and Data Extraction Costs

Pricing and discounts are set out in a separate pricing document, available from G-Cloud.

There is no data collected or maintained by these service offerings, therefore data extraction is not applicable.

Ordering and Invoicing

Contact the T-Impact team at publicsector@t-impact.com and we'll be happy to answer any questions and provide a quote, including a detailed cost breakdown.

For all orders placed, we require commercial approval, in the form of a Purchase Order and completion of a Call-off Contract in accordance with the G-Cloud framework, prior to commencement.

Onboarding and Offboarding Support

Each of our CoE services is designed as a stand-alone offering but can build on and enhance the previous offerings.

On-boarding is included as part of the service and on-boarding plans will be shared during project initiation.

T-Impact can also provide migration of existing RPA automation solutions. We can on board this onto UiPath from vendors such as Automation Anywhere & Blue prism. This is a separate chargeable service, available on G-Cloud.

T-Impact can support off boarding, migrating solutions from UiPath to other leading RPA vendor platforms. This is a separate chargeable service, available on G-Cloud.

Contract Duration

Work typically starts within 2 weeks after PO received. Assets are often available to download within a week.

Each of the CoE services include several features, which can be utilised anytime, up to 12 months after ordering, subject to 2 weeks notice for resource allocation.

Service constraints

This service is available during normal UK working hours, Monday to Friday 9 Am to 5 PM, excluding public holidays.

Service levels

Support for the service is provided for the duration of the assignment.

T-Impact will make every effort to complete your support request remotely. In exceptional circumstances on-site support will be provided. We will only travel to your site after your team have performed basic diagnostic tests, under our direction.

You are required to offer T-Impact remote access to systems where necessary to facilitate support and maintenance services.

If we must travel to your site, you will be invoiced for the travel costs and the travel time will be deducted from your monthly support allowance.

Changes to the IT systems which your Robotic Solution accesses are treated as a Change Request. You should notify us of changes in advance and allow us time to implement the required changes to your Robotic Solution.

Technical Support

Incidents should be logged through the T-Impact Customer Support Portal, which provides access to subscription-related resources depending on your subscription. Incidents can be created on the T-Impact Customer Services Portal or sent via email (rpa@timpact.atlassian.net). Please provide as much information as possible when logging an incident to enable us to give you the best support, e.g. error messages, codes or screen prints.

On receipt of your support request, we will work with you to classify your incident based on impact, respond, and assign resources to resolve your incident. If the work will take less than an hour, we will complete it then notify you. Otherwise, we will notify you of the estimated resolution time.

Incidents are classified by severity based on impacts, as follows:

Severity Level	Description	Example
1	Incident having a critical impact on customer service delivery in terms of services and revenue and no work around options are available	Customer orders cannot be taken
2	Incident which has operational impact but there is no impact on service delivery at customer side. A severity 1 incident with a work around that mitigates impact	Customer orders take longer to process
3	Incident which may reduce solution capability but has no impact to service and production. A severity 2 incident with a work around that mitigates impact	Customer orders can be taken but confirmation response uses incorrect font

Hours of support and response times depend on the service level you purchased.

Standard Support

4 hours per month standard support is included with every RPAaaS subscription. Support is provided Monday to Friday from 9 Am to 5 PM for UK time zone, excluding UK Bank Holidays. Responses are normally provided by email.

Security Level	Initial Response	On-Going Response
1	1 Hour	1 Hour
2	2 Hours	1 Business Day
3	1 Business Day	1 Business Day

Premium Support

Incur an additional charge for each Robotic Solution. Support is provided Monday to Saturday from 9 Am to 6 PM for UK time zone, excluding UK Bank Holidays. Responses are normally provided by email. Sunday and extended hours support are available for an extra charge, where required.

Security Level	Initial Response	On-Going Response
1	1 Hour	1 Hour
2	2 Hours	4 Hours
3	4 Hours	1 Business Day

Support Escalation

The following support escalation procedure will be used by both parties:

- a. All incidents which have been logged for technical support, through the T-Impact Customer Support Portal, and not received an initial or on-going response by the defined response times shall be escalated to the T-Impact Service Delivery lead.
- b. If the incidents responses are subsequently not provided within an hour, the incidents shall be escalated to the T-Impact Commercial Director.

Ordering & Invoicing Process

Contact the T-Impact team on publicsector@t-impact.com , who will be happy to answer any questions and provide a quote, including a detailed cost breakdown.

For all orders placed, we require commercial approval, in the form of a Purchase Order and completion of a Call-off Contract in accordance with the G-Cloud framework, prior to commencement.

Contract termination

No refunds are offered for work completed before contract termination. Refunds are available for work that has not been initiated.

Additional detail regarding the termination process is defined in the G-Cloud Framework Agreement and associated Call-off Terms and Conditions. This is further supplemented with the UiPath end user license agreement.

Technical Requirements

Technical specifications will be provided for any software licenses purchased. For example, the following Azure configuration is recommended for UiPath Unattended Robot subscriptions installed on cloud infrastructure:

- 1 B4MS (4 vCPU(s), 16 GB RAM)
- Windows - (OS only)
- 1 managed OS disks - E15, 100,000 transaction units
- VPN Gateways type, VpnGw1 tier, 730 gateway hour(s), 10 GB, Inter-VNET outbound VPN gateway type

Other Details

Other key points to note under this offering include:

- All software subscriptions are provided under Software as a Service (SaaS). We do not propose to handle or access any personal data.
- The exact scope of work will be set out in the corresponding Call-Off Order Form and as agreed with both parties
- All pricing and terms on individual Call-Off Order Forms should be treated as confidential
- This offering is subject to the Ordering Procedures and provisions of the Call-Off Agreement.
- This offering is subject to T-Impact & UiPath terms and conditions of sale.

OUR EXPERIENCE

Relevant Cloud Experience

T-Impact is the only SME RPA UiPath partner on G-Cloud working with 6 Local Councils & the NHS.



We have delivered more than £4 Million of cloud software and services to public bodies via G-Cloud, including:



1. Fixed-price bespoke solution design and development
2. Fixed-price GDS compliant Discovery, Alpha, Beta and Live implementations
3. Knowledge transfer, mentoring and training
4. 24/7 Live Application Support Services for digital solutions, managing life-critical processes

Details of our experience supporting cloud-based technologies is available upon request, subject to NDA.

Clients

A few of the public sector organisations we are currently working with:

<p>Hackney London Borough Council</p> 	<p>London Borough of Hackney Council has always tried to put their residents first by providing as many services as possible in an electronic and digital format.</p> <p>By allowing more technologically advanced individuals to access information in that way, they can free up staff and resources to assist those that are less digitally able. T-Impact helped implement a robotics solution to make this happen.</p>	<p>Learn more here https://www.t-impact.com/case-study/london-borough-of-hackney/</p>
<p>Durham County Council</p> 	<p>Durham County Council (Durham) were looking to embark on a council-wide digital transformation to increase the efficiency of their services and positively impact the lives of local citizens.</p> <p>With T-Impact's expertise in Robotic Process Automation (RPA) delivery and UiPath's world leading RPA software, Durham were able to establish their Centre of Excellence (CoE).</p> <p>Working with T-Impact, they assessed the RPA vendors and selected UiPath as the best solution for their needs. They then deployed an internal team, which was trained and mentored in Robotic Process Automation (RPA) development. This team worked closely with T-Impact to deliver four robots, proving both capability and a solid return-on-investment.</p>	<p>Learn more here https://www.t-impact.com/case-study/durham-county-council/</p>

<p>NHS BT</p> 	<p>The NHS is an essential service to save and improve lives, but it has often been dealt a poor hand by underfunding from the Government and constant tinkering by politicians.</p> <p>Already burdened with an ageing IT system, NHSBT were looking for a delivery partner who could implement a strategic IT framework to accelerate value deliver to users and customers.</p> <p>T-Impact designed and implemented a suite of process and decision automation tools to simplify the management of the transplant service, alerting patients and surgeons to ensure transplants can be completed as quickly as possible.</p>	<p>Learn more here https://www.t-impact.com/case-study/nhs-blood-transplant-services/</p>
<p>Dacorum Borough Council</p> 	<p>Dacorum Borough Council wanted to set-up a centralised RPA programme quickly across all departments of the Council to understand the processes that automation would prove most productive from an efficiency and cost saving perspective.</p> <p>T-Impact worked with Dacorum and helped identify and implemented 3 processes, generating new revenue, avoiding costs and saving hundreds of annual hours in human resource.</p>	<p>Learn more here https://www.t-impact.com/automation-in-local-gov-webinar/</p>

Partners



Procurement frameworks



HM Government
G-Cloud
Supplier

Crown
Commercial
Service
Supplier



Contact Details

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