verso.™ux
Data Collection / Forms and Workflow

SIMPLIFIED. STREAMLINED. INTEGRATED

Part of the verso™ product family

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rocktime

verso™UX provides a software solution for the management of data collection.

Part of the verso™ family of products, Verso™UX is a simplified and cost effective solution to deliver easy management of data collection removing the need for paper based forms and manual business process.

With an easy to use online form and workflow automation system that focusses on delivering the highest user experience for citizens and simplified data collection, verso™UX provides a solution that will integrate seamlessly with backend case management systems.

Rocktime's verso™ platform provides as standard applicants/ account holders with a user dashboard area created automatically on registration/ application. The user dashboard allows users to view key information and actions including; current active licenses, submitted licences, Incomplete licenses, renewals due, outstanding payments, tasks (actions that are required by applicant to complete), bookings, calendar, documents, financial information and common data fields (an area applicants can fill in details that are required on multiple applications eg. mortgage details, property addresses, companies, charities etc.)

verso™UX Key Features

- Complete/ validate applications
- Onus back on the applicant through an active dashboard and reminder system
- Streamlined and consistent data processing
- Reduced admin workload, by eliminating error prone manual steps
- Simple Data Sharing to 3rd Parties

Key Application Features:

- Online, with admin problem resolution
- Comprehensive form design including applicant configurable tables
- Configurable form selectors
- Pre-submission checking
- Multiple sign off (electronic and paper) configurations,
- Payments, phased fees, online/offline multiple platform support

Key Processing Features:

- Configurable workflow with automatic task assignment workflow blocking until tasks are complete
- Automatic admin assignment
- Admin form checking with custom automation, answer highlighting, return to client and re-submission
- Outbound tracked communication to client
- Automated Notification/Letter/Certificate generation and distribution through notify.gov.uk
- Automatic rules based condition generation

Compliance Features:

- Conditions linked to client tasks with due dates, priority, reporting

Auditing Features:

- History of all actions and changes, with key event logging

Key Benefits

- No More Paper Forms
- Smarter Case Management
- Increased Officer Safety
- Complete / Validated Applications
- Mandatory Evidence Upload

- Simple integration to other internal or external systems
- Reduced FOI Workload
- Reduced Admin Workload
- Onus Back on The Applicant
- Clear upgrade path to full verso™

Verso™UX is designed for automation of data collection, workflow. verso™UX is configured as a cloud-based solution that offers high levels of functionality to assist citizens provide accurate data. The platform is fully integrated with legacy CRM software such as Idox™ Uniform, Civica™ Flair and APP or Northgate™ Assure.

Standard Data & Workflow Processes Involved In

Licensing Act 2003

- New Premises Licence
- Transfer of Premises License / Transfer Consent
- Personal Licensing - New Application, Renewal and Change of Address
- TEN's
- Variations & Minor Variation
- Vary Designated Premises Supervisor (DPS)

Property Licensing

- HMO Mandatory Licensing
- Selective Licencing
- Additional Licensing
- Voluntary Licensing
- Revocation / Variations

Gambling Act

- Licensed Premises Gaming Machine Permit
- Club Gaming Permits and Club Machine Permits
- Small Lotteries

General Licensing

- Scrap Metal Dealers - Grant/ Renewal of Site Licence
- Massage and Special Treatment
- Sex Shops & Cinemas
- Street Entertainer
- Building, Scaffold, Hoarding, Temporary Crossover or Gantry Licence
- Building Materials
- Highway Projection
- Skips
- Animal
- Firearms & Shotguns
- Street & Market Traders

Taxi Licensing

- Hackney & Private Driver Application
- Hacknet & Private Drive Renewal
- Private Hire Operator Vehicle
- Taxi Accident Form
- Taxi Complaints Form
- Voluntary Minibus Permit
- Refusals & Revocations

verso™UX Additional Features

- Data and evidence validation
- Full document production
- Representation process automated
- Remote working supported

- Inspection & Enforcement processes
- Online payments & reconciliation
- Cloud Hosting through Microsoft Azure
- LLPG and Company's House Look up integration

Payment Gateway Platform

verso™ UX supports payments made via a chosen integrated payment platform at specific point(s) within the application process.

Payments can be split (e.g the application fee and the license fee) with the fee breakdown displayed to the applicant prior to form submission.

Once this payment has been accepted, and authorisation of the payment has been confirmed, the application will be submitted, and a confirmation email sent to the applicant.

Legacy and 3rd party systems

verso™UX offers integration with legacy systems, such as Idox™ Uniform, via a supplied API (WCF, SOAP or JSON).

Active Directory Integration

Local Authorities who wish to maintain a single sign in for officers may wish to have verso™UX integrated with Active Directory. To enable this a new user group would need to be set up in AD to enable verso™ to authenticate the user. Traffic would be directed via a secure VPN (Policy or Route based).
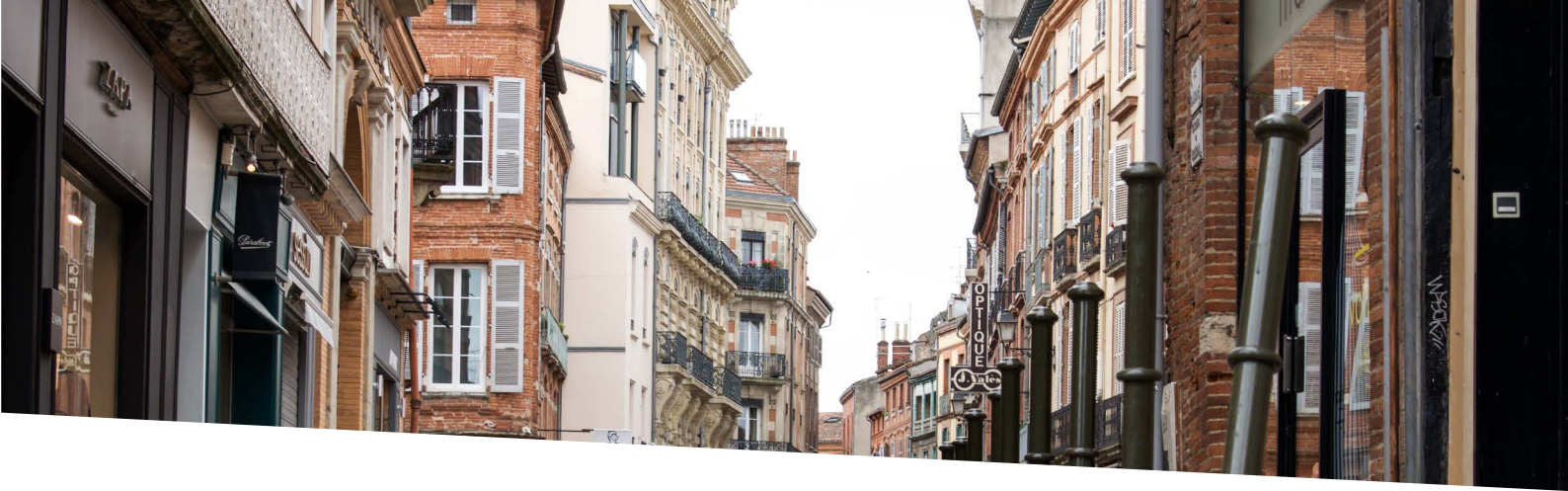
Role-based Permissions

verso™UX uses role-based permissions that allow users access to functions within the administration area based on their job role. Typical user profiles are:

- Administrator
- Manager
- Officer
- Data entry
- Reviewer

New users can be added by administrators, whilst existing users can be edited or deleted from the verso as required. All users are able to update their password from within the Administration area with forgotten passwords reset by administrators and managers only.

Reporting Tools

verso™ provides reporting tools with preconfigured reports accessible to admin users via the CRM control panel.

Reports can be drawn from the system in.CSV format based typically on a database query (e.g. rejected applications) over a variable date period.

Traffic Light System

verso™UX uses a Red/Amber/Green (RAG) Traffic Light rating system indicates to staff if responses given by users are likely to cause concern. This reduces senior officer time processing applications and improve consistency in enforcement decisions.

Incomplete Data Collection Forms

Staff can see if a Data Collection Form has been started and not completed.

Hosting & Security

Rocktime has a proven track record delivering customised hosting solutions to Public Sector in terms of location, network services, managed service levels and support capability.

All solutions provide scalable options for increasing (or decreasing) the number of web servers.
Rocktime's robust hosting includes:

- Secure, off site protection for business applications
- State of the art UK data centre including advanced power, security, cooling, & fire suppression
- Cost effective connectivity
- Efficient, centralised control
- PCI Compliant Microsoft Azure Hosting
- CESG (Pattern 10) Compliance
- GDPR Compliant

About Rocktime

Rocktime is an award-winning specialist software development company which uses the latest Microsoft .NET technology. Using business intelligence and user behaviour analysis we deliver market leading applications to notable organisations and local government supporting their performance improvements and increasing overall efficiency.

The company provides bespoke development services to support one-off projects as well as supporting and developing upon its market leading verso™ process automation and case management cloud software. Some Public Sector clients are:

Get in touch

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