



Service Definition

LIP-CRS

Crisis Response System enabling rapid management of high volumes of claims and communications re: complex data interactions

2020 (24 March)



Lifecycle Interaction Platform – Crisis Response (LIP-CRS)

Responding to urgent information needs at scale need not be a crisis!

During this extraordinary period, introducing fast and effective change to existing processes is a crucial requirement that you might not be well placed to deliver. Back office systems designed for accuracy, reliability and security may not be designed to quickly adapt to and accommodate change. Resources may be scarce or unavailable. Customers often need instant answers.

There is a solution – “LIP-CRS”, an agile automation system already used by European Governments and businesses. It enables core systems to be quickly connected with your users and citizens. Crucially, it can be deployed to deliver changed or new services in days or weeks at a fraction of alternative costs. This combines database, forms, feeds, communications, signing and auditable archive. We start with what you have and add only what you need.

It helps process almost **any data** from most systems and is **deployable at a fraction of the time and cost of alternatives** with an unlimited user license. As such, it is ideally suited to assist short-term Government initiatives in response to unpredictable crises such as COVID-19.

It features:

- Fast deployment of new digital processes without manual hand-offs (productivity)
- Integrates with and interacts with all your systems (quick spin-up, no duplication)
- Familiar process handling for employees (fast adoption)
- Extremely cost effective with no user or transaction* limits (save £'000's)

Proof points

- 🌈 LIP was chosen by the German Government to power it's ever changing tax forms and now delivers the most used electronic form in Europe
- 🌈 LIP is the Netherlands solution of choice for crisis response to unpredictable events. The fracking earthquake response was delivered within a month from a standing start. It has now been selected as their system for COVID-19 interruption compensation payment claims.
- 🌈 A major UK high street telecoms and electrical retailer uses LIP to link systems (CRM/ERP/etc.) of multiple brands for millions of customer contracts and significant transactions. LIP delivers productivity in both crisis and sustained operations.

A final thought, by the time you have spent weeks and thousands on evaluating and documenting how you will effect changes demanded by the crisis, you could have deployed at least one LIP use case for vital business response. For a limited period, price support may also be available during this unprecedented time.

If delivering changing services is on your agenda, ask us about how LIP can accelerate plans.

* Unlimited use On-Premises; SaaS may have infrastructure fees

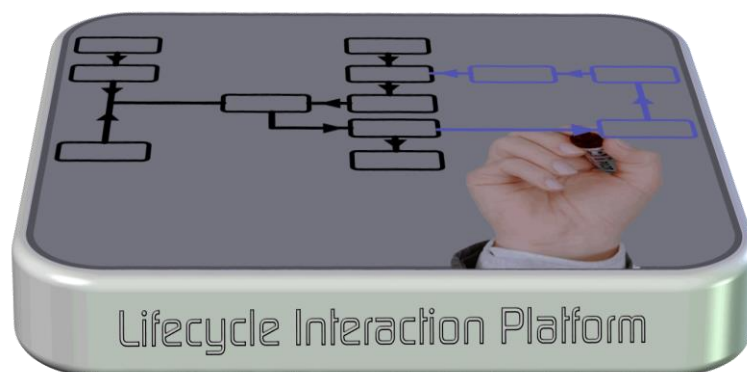
Overview

LIP-CR provides an alternative to manual integration of data from multiple systems, thus both dramatically reducing the manpower required, costs and delays. The speed of response can be critical for many affected claimants. It is a secure online environment that is usually deployed as an on-premises solution but can also be deployed in a cloud configuration.

It supports:

- Secure remote access and login (via multiple methods and role/rights hierarchy)
- Easy to use work environment with dynamic forms, in-boxes, etc.
- Data exchange with other existing systems (ERP, CRM, HRM, Custom, etc.)
- File and Folder creation (add attachments)
- Notification and communication (internal and external)
- Document creation and message design (with dynamic content and flexible templates)
- Document e-signing via multiple methods from PKI certificate to biometric signature
- Storage, insight and overview with web-based access from all browsers
- Full audit trail of every action performed
- Document archive

Thus, LIP offers one central platform for all processes with citizens, partners and suppliers each able to view the content that they have authorisation to view. The real-time visibility that this portal gives can reduce volumes of enquiries handled by contact centres, transcription errors and, perhaps most important to those in need, time delays.



Service Scope

The Lifecycle Interaction Platform (LIP) allows one to digitize virtually any business process, from a simple claim (e.g. expenses) to processes with a greater financial, business critical or legal value. With LIP as a fixed base, we offer a packaging for three types of situation which may be chosen depending on exact process and functional requirements:

1. LIP Workflow Engine

This allows easy digitalisation of processes in a transparent way (eliminates Shadow IT). The initiator of a process chooses or determines the desired workflow. This can be done via a defined route or ad-hoc process flow, during which the Workflow Engine records all steps and actions in an automatic audit. Inbound/Outbound communications and real-time status views or reports are always available.

2. LIP Template - Applications

LIP already has pre-built solutions available for primary general business processes. There is no need to reinvent the wheel. These solutions are already equipped with a lot of basic functionality and can be further tailored to your organisation. Application areas such as Invoice processing, HR processes, Ordering and Purchasing procedures, etc.

3. LIP Customized solutions

The platform is also ideal for customizing complete process applications. Almost every function, action and exception can be designed. LIP offers virtually unlimited flexibility, which means that you do not have to make any concessions in terms of functionality or working methods.

There is also a significant cluster of experience with Claims processes which may assist in the build. Where applicable, the Claims, Payments processing, and Tax components will be re-used as part of a tailored Crisis Response solution.

It is important to note that the benefits of these short-term solutions are designed to wherever possible enable longer term sustainable economies and improved customer service. This may be due to the elimination of “shadow IT” or re-engineered processes; either way fast process digitalisation and/or design enables effective and low-cost deployment.

The time and cost of deployment and operations are a fraction of traditional approaches. That is why LIP powers:

- the most used electronic form in Europe (over 1 billion transactions annually for Germany's tax authorities), a versatile and easy to use dynamically responsive document (i.e. visible options expand or contract according to pre-set parameters and user inputs)
- The Netherlands solution of choice for crisis response to unpredictable events such as earthquakes (operational within one month from first announcement) and now their system for Covid-19 interruption compensation payment claims.

Solution Technology

The Lifecycle Interaction Platform offers a single central platform for all processes with the benefit of using what you have already and only adding what you need.

LIP-CRS is a scalable **transaction collaboration service**, bringing together individual **transaction data**, related **data feeds**, **database**, inbound/outbound **communications**, electronic **signing**, **archive** and **real-time views/reports** in a centralised portal.

It helps process almost any data from most systems and is deployable in a fraction of the time and ongoing cost of alternatives with an unlimited user license. As such, it is ideally suited to assist short-term Government initiatives in response to unpredictable crises or natural disasters. Once the emergency deployment phase has been managed, the system can continue to be used as a low-cost sustainable solution enabling reduced manual activities.

It features:

- Holistic central platform avoiding disconnected use of office tools (Word, Excel, email, PDF, etc.) and islands of information
- Quickly introduce new processes without manual hand-offs or automate existing ones
- Integrate with your own systems (use open APIs or standalone) and minimal change
- Familiar process handling for employees, with maximum control White label options

LIP-CRS enables 'Any-to-Any' relationships and data exchange within intelligent process workflows. Dynamically updatable process controls with dynamic content templates enable interactive communications with multiple parties in real-time and throughout a transaction or programme lifecycle, with transparent reporting at any time.

Functionality

- Web browser independent
- Operating System and database independent
- In-house user and role management
- Functionality for:
 - Webservices (incoming (SOAP) and outgoing (SOAP/REST))
 - Scheduled task
 - Dynamic document/form creation and message design (flexible templates)
 - Delivery of e-mail
 - Workflow Engine
 - E-Signing
 - Audit logs and Reports
- Clustering (scalability)
- Multi language platform and forms

Additional functionality packaged as templated application solutions or optional modules include:

- Invoicing IN and Invoicing OUT
- Point Of Service counter solutions
- DesignSuite development tool
- ERP / HRM / CRM / etc and Custom connectors

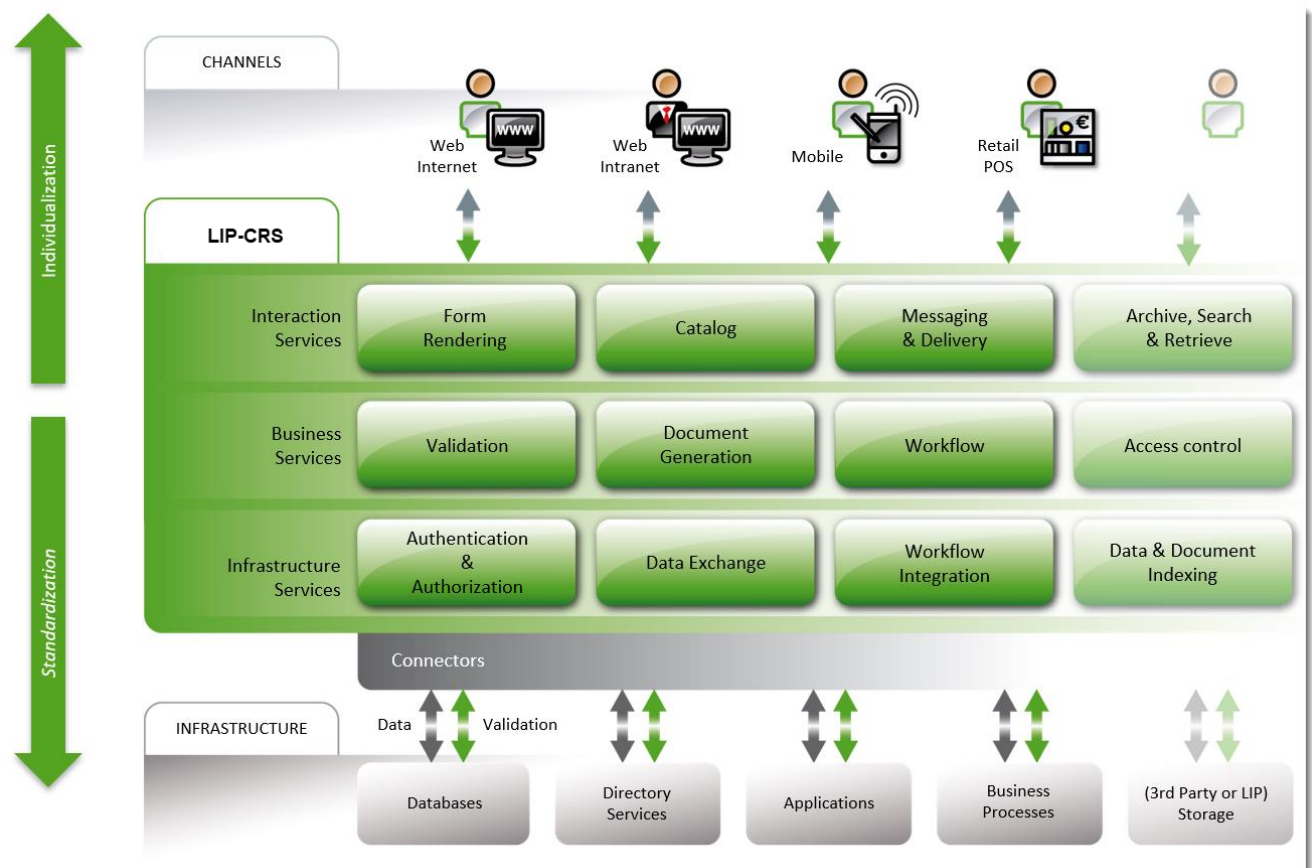
Data Architecture

LIP is a Java application that uses Java, this allows LIP to run on Microsoft Windows and most versions of Unix.

Software requirements

- 64-Bit OS
- Java 8/11 (Sun JDK/JRE or Open JDK/JRE)
- J2EE Webserver (Apache Tomcat 8.5)
- Database JDBC 4 or higher

The hardware requirements are modest to support a large volume of transactions and users. A typical server configuration is Intel 4 Core processor, 16 GB RAM and 1TB of Disk storage.



Integrations and modules

- Workflow Engine
 - AdHoc: Open route
 - Route: Predefined route
- Mail manager
- Users store: Out of office / proxy users

- SQL-Module: Direct database queries on SQL-data sources
- Single Sign On
 - NTLM
 - SAML
- Microsoft Exchange-connector
- Integrating a form as web component is possible.

Project Approach

Projects are typically deployed in a multi-disciplinary team that will work with the client, in shared goals mode, to execute on a detailed implementation plan. This team will address stakeholder management, clear scope (linked to goals/benefits) and change management as well as the design, build, implementation and deployment of the enhanced system and processes, including training.

The phases normally are:

- **Discovery/Design Workshop or Proof of Concept**
Either a reimbursable workshop to identify/understand all project variables and explore optional approaches for solution design, or ask us for a Proof of Concept which is a paid time-boxed activity to prove the technology in a simple and rapid manner to get started.
- **Detailed Solution Design**
May include or exclude organisational roll-out considerations (as client requests)
- **Build and Test**
Use our resources or your resources (once trained by us), or a mix
- **Implementation Support**
Client specific operational tasks, administration procedures, rules configuration, and other tasks to enable the use of the system by end users with corporate control
- **Training**
From individual one to one, through groups and train the trainer offerings, the training programme will be agreed as part of the PID or PO.
- **Ongoing Maintenance and Support**
Delivered in line with a tailored Service-Level Agreement

There are a range of optional Services also available including project management, business process integration consultancy, form design and implementation, branding customisation (consulting and/or resources), data migration and integration services.

See below or ask for details.

Service Management

The Service is typically deployed on-premises for secure network considerations but is also available in a hybrid cloud, private cloud or public cloud model. Every organisation has different requirements for security, availability and reliability. We thus offer a choice of hosting in UK/EU based data centres in conjunction with one of our partners.

The SLA will also define the business hours when helpdesk assistance will be available and the methods used for communication. Normal business hours from 09:00 to 17:00 are provided as a base and communication methods include telephone, support tickets, messaging and remote desktop support.

Where Icon provides hosting, service windows for routine upgrade and maintenance will normally be done outside business hours or can be agreed within the SLA. Icon disclaim all responsibility for any service interruptions caused by external systems/networks not under Icon control. Our consultants or technicians will work with the service consumer to ensure the potential disruptions are kept to a minimum using redundant and duplicated systems to maintain the desired reliability.

Service Packaging

LIP licence prices offer an **unlimited number of users** where LIP runs on client infrastructure. For pricing on a SaaS basis, please contact us for pricing. We may offer a flexible workflow engine for your development, pre-built modules or Applications, or a customised solution.

Projects are usually custom designed for each situation. Indicative considerations driving build and implementation effort include not just the number of forms required, but what type of functionality and how this is built (e.g. as dynamic functionality in a workflow engine or static scripts; conditional workflows; process complexity; method of data exchange and interfacing/integration; single or multiple-entities; etc). This is best assessed following an exploratory workshop or in-depth consultations.

Thus, the simplest forms may be built within a few days, whereas full end-to-end automation of multiple connected entities may be up to two months.

When viewed over a multi-year horizon, the Total Cost of Ownership is often less than 9 pence per transaction which is not only excellent value for money against savings/benefits (often over £10.00 per transaction) but also against other digital alternatives.

Contact us to request a detailed Pricing document or if interested in an outsourced process service (via one of our partners).

For Public Sector organisations, this solution can be procured immediately via various Government procurement frameworks (e.g. under Crown Commercial Service's Data & Application Solutions ["DAS"] framework contract), via our trained partners, or directly.

Optional Services

Services available on an optional basis include:

- **Project Management:** A structured project underpinned with a Project Manager and appropriate stage documentation (e.g. formal Project Initiation Document, etc.)
- **Business process integration consultancy:** Related to the line of business application/integration (platform with CRM, ERP, RMS, etc.) providing advice, guidance and process design resources.
- **Form design and implementation services:** As an alternative to using your team, we can provide resources to augment the design and implementation of real-time interactive dynamic forms, or simply provide advice and guidance as part of joint activities with a skills transfer goal.
- **Look and feel (branding) customisation:** If having a solution that meets your corporate styling guidelines is a requirement, this service provides advice, guidance and (if needed) development resources to perform the customisation.
- **Deployment:** Additional support for rolling out such as helping secure commitment from your staff (using a combination of presentations, training, floor walking and individual coaching) or Scope extensions or data migration or integrations as part of a broader Digital Transformation project.

Additional Information

For further information, please consult our website, email the Icon UK team (info@icon-uk.net), or phone us on 0203 150 1081.



Icon UK Limited is registered in England and Wales with the company number 07920174 at Griffins Court, 24-32 London Road, Newbury RG14 1JX, United Kingdom.