



COVID-19 / Vulnerability Hub

Vulnerability hub

Local Authorities are rapidly trying to put processes and procedures in place to manage and support the 1.5m most vulnerable people identified by the NHS during the COVID-19 pandemic.

This solution was designed by Hitachi Solutions alongside the Royal Borough of Kensington and Chelsea, based on their approach to managing, engaging, supporting and reporting on those most in need.

What does the App do?

- Stores data to enable the effective management of individuals with the identified “at risk” cohort.
- Allows a fast and effective needs assessment to be completed against each individual and collects key details and outcomes on how they can be supported (e.g. shopping, medical care, loneliness, any current additional vulnerability details).
- Monitors and tracks in-bound and outbound communications with each individual.
- Delivers a structured reporting and dashboards to highlight the breakdown of support requests, the outcomes of these requests and key metrics for each individual, including who has and has not been contacted.
- Allows easy data uploading via data flows or Excel.
- Sits on Azure and takes advantage of the security and governance expected from an enterprise ready solution.

Estimated deployment timeline

1. Validate requirement
2. Hitachi Solutions send paper work (G-Cloud order, vendor set up)
3. Customer checks with their LSP for licensing and activates if required
4. Customer completes paperwork and returns
5. Customer defines end-user pool and internal support team
6. Hitachi Solutions confirm deployment slot
7. Hitachi Solutions deploy solution
8. Hitachi Solutions upload NHS list data
9. Hitachi Solutions trains champion user
10. Hitachi Solutions hand delivery over to support
11. Customer provided details and process for support



2 days

“We were incredibly impressed with Hitachi Solutions responsiveness, and would recommend them”

The Royal Borough of Kensington and Chelsea

Frequently asked questions

Do I need Office 365?

No, the solution does not depend on having Office 365 licenses, or deployment.

Do I need Microsoft Dynamics?

No, the solution is designed to be complementary to any existing system being used.

I have an existing Microsoft Dynamics implementation, will this work with it?

Yes, Power Apps and Microsoft Dynamics are built from the same core components, making them a natural combination for use.

Does It matter what customer services CRM, Housing or Social Care LOB our organisation uses?

No, the solution is designed to be complementary to any existing system being used.

What do I need to use the solution?

A new instance of the CDS (Common Data Service) environment is required.

How do I procure the services to deploy and support the solution?

A standard G-Cloud 11 order has been created

Will the solution work on my device/browser?

The solution will work with most browsers and operating systems.

How much does the actual solution cost?

Hitachi Solutions have built the solution and is providing it free of charge.

Does the solution tie me to Hitachi Solutions?

No, It's built using the Power Platform framework and there is no custom code.

What support do I get?

Hitachi Solutions fully supported service desk is available free of charge for authorities using the solution.

How do I get the solution and how long does it take to deploy?

It requires 2 call off units to deploy and can take from 4 hours to deploy, test and configure.

What happens if we decide to stop using the solution?

If within the support period, you can terminate the agreement. If outside, you can disable the app from within your admin portal.

What data loading do I get included?

The support agreement can include any data upload of client data, GP data, supplier and care providers as a call-off.

What training is provided?

Ad-hoc training can be provided as a call-off.

Can this integrate into my existing telephony system?

Yes, as long as the telephony system can support integration. However, the solution at this time has been built to deliver against the immediate need. Iterations will be discussed, agreed and implemented in the future.

Frequently asked questions (2)

Is the solution secure?

Security roles will be assigned within your admin portal to the identified users within your Active Directory.

Is there any Microsoft licensing required?

The solution will require a license to use Power Apps. Microsoft have offered a free pilot for a period of 6 months. There is an application process that your Microsoft account team will do for you once you have confirmed the user numbers required. Following the approval of the application, you will be sent a link with a promo code, which the Global admin will need to apply to your tenant. Speak to us or your Microsoft account manager for more information.

What are the deployment requirements for Azure?

There are no Azure requirements needed. Hitachi Solutions have built the app using Microsoft's Power Platform, which is deployed to a new environment. As an Office 365 and Dynamics user, the licenses to run the platform will be added to your existing tenant.

Do we need additional elements to enable it to exchange data with our Dynamics CRM?

The solution is based upon the Power Platform which is fully integrated with Dynamics CRM and uses the same Common Data Source (CDS) so no additional elements will be needed.

Are there any requirements or constraints for local bespokelements?

Hitachi Solutions will ensure the solution is as generic for all councils as possible, where government changes occur, we will work with the customer base to try and address accordingly. The solution is however "unmanaged", allowing councils to change and extend the application should they wish.

Is this going to be deployed in our tenant as another production environment?

Yes, in order to protect any other applications you're using and to meet the urgent needs of the council, we are adopting the safest approach.

What are support units?

Each unit is 8hrs. Support time utilised is drawn down from that unit with the exception of the deployment which is a fixed value of 2 units.

Where is the sandbox environment?

In Hitachi Solutions PLATINUM environment.

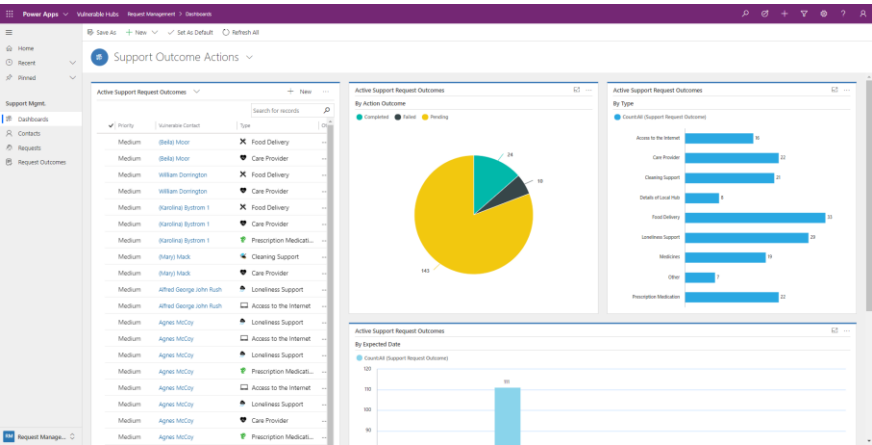
Will you be creating a deployable solution to port it into our instance?

Yes, we will use Azure DevOps to deploy this automatically – there will still be some manual steps but this rapidly speeds up deployment.

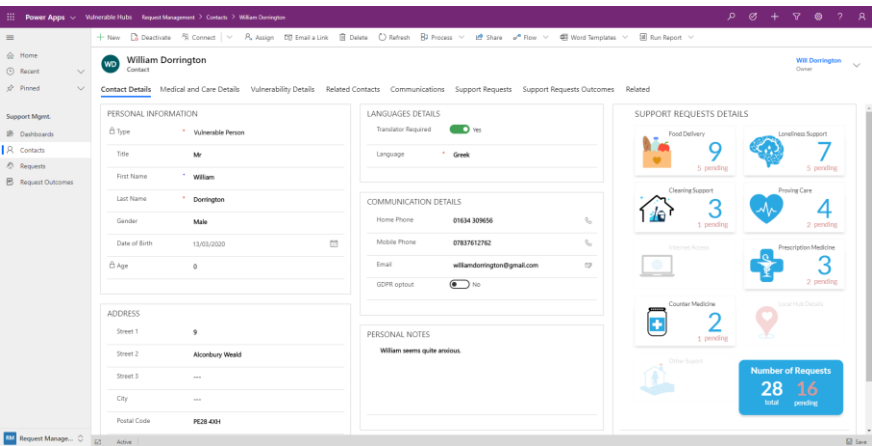
How do we prevent other administrators having access to the core data?

Only those provided with access will be able to access the solution. This is down to the provisioning of users from your council and anyone who has the correct rights to provision (for example, Global Admin).

Solution images

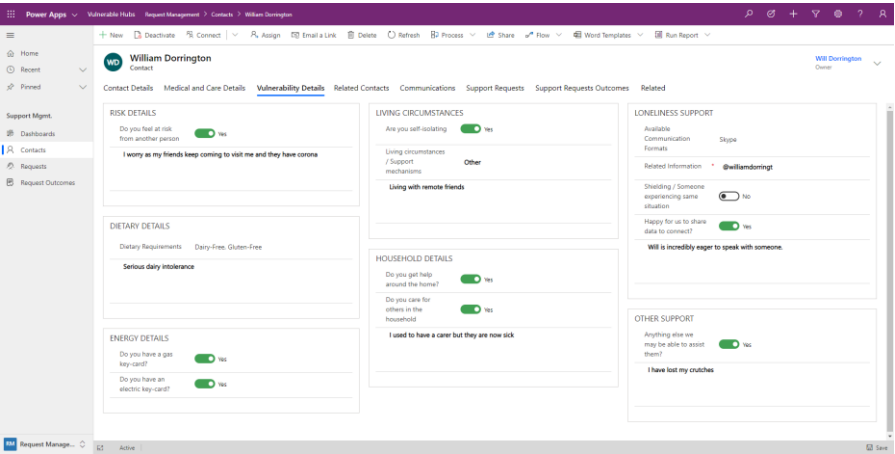


Dashboards and reports allow support outcomes and the number and status of requests to be surfaced.

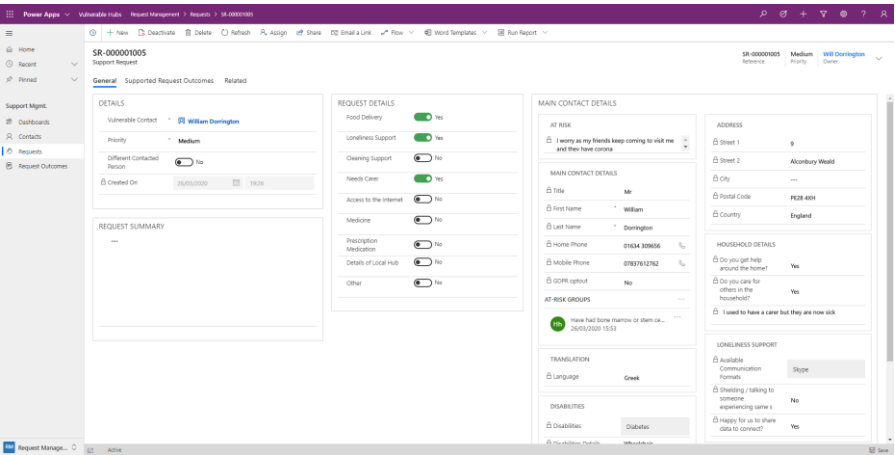


Contact records enable key information to be stored and accessed.

Solution images



View 'vulnerability details' related to the contact.



Create a 'Support Request', view associated information as you select each request item. I.e. "food Delivery" shows information relating to 'dietary requirements' and address.



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Next Steps

Contact us: info@hitachi-solutions.de

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