



NDL Software Limited

NDL | Connect

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About NDL

Specialising in the UK public sector and with over 40 years of experience, we enable digital transformation through our Robotic Process Automation (RPA), mobile application, eForm, workflow, API, and web service products. We create software tools and services that put digital transformation capabilities into the hands of healthcare, local government, housing, policing, and higher education organisations - all delivered by the **NDL Evolve Transformation Platform**.

We aim to help our customers drive efficiencies and create new digital services for themselves and the public. We do this by helping customers make the most of their existing systems and investments, integrating them and adding a modern digital transformation capability – allowing them to deliver better public services, meet the needs and requirements of service users and save significant resources without reinventing the wheel.

Delivering the automation, synchronisation, and front-end digitisation of hundreds of business processes, we have helped the UK public sector achieve outstanding results with an innovative approach to solving both process and data challenges.

Our extensive R&D and services programmes are guided by our community of customers and our direct public sector project delivery experience. As a strong, independent UK SME, it is our public sector customers' needs and our passion for continuous technical innovation that drive all our choices.

Backed by our team of experienced public sector specialists, as well as the support we receive from our customer community, NDL will always champion the UK public sector.

NDL | Connect

NDL Connect simplifies the process of interacting with often complex web services, without requiring the user to write a single line of code. It removes a long-standing barrier to integrating disparate systems using digital transformation technologies, allowing APIs to be leveraged without advanced expertise. This significantly reduces the time and cost of your projects - letting you do more, quicker.

Summary

APIs, in the form of web services, are an essential part of today's digital transformation landscape. Unfortunately, they are often extremely difficult to use, requiring technical skills well beyond those of a typical workflow, eForm/app, or robotic process automation (RPA) creator. Connect removes this complexity by providing a codeless, visual way of interacting with complex web services. This allows public sector organisations to finally use APIs and transform their processes, interact with existing systems, and exploit the latest online digital services.

NDL Connect:

- Solves the back-office systems integration challenge
- Simplifies integrating eForms, apps, workflows, and automations
- Uses a codeless, visual, experience to put creators in control
- Provides a gateway to online cognitive and digital services
- Converts between web services and databases
- Creates and publishes new, simplified, web services
- Facilitates the conversion between different web service types
- Enables custom transformations to be defined to extend its capability

Taking your data integration, communication and sharing abilities to the next level, NDL Connect lets you break down the barriers between your systems and processes.

Following the accessible approach to digital transformation taken by the wider NDL Evolve Transformation Platform, NDL Connect provides the ability to define API integrations, all without code in a drag-and-drop development studio. This allows more users to create API-driven transformation projects without waiting for specialist development resources to become available. Even when technical resources are available, Connect allows API integrations to be created significantly quicker than hand coding.

Creating a web service connection, or 'Connector', begins by importing a pre-existing definition of the target web service. This typically comes in the form of an OpenAPI definition, and these are provided by API vendors, third-party API documentation services, NDL in the form of pre-configured Connectors, or hand-written. These definitions give Connect everything it needs to be able to integrate with the API, without code.

Once the definition has been selected, Connect's step-by-step Connector import wizard allows key configuration, such as authentication, server URLs, and other advanced properties, to be graphically defined. This process requires no technical knowledge, beyond a basic understanding of the configuration of the target web service, reducing your reliance on specialised development resources - accelerating digital transformation, and reducing costs.

Following the import of the Web API, operations within the web service are turned into Connectors within the no-code, drag-and-drop 'Connect Studio'. Here, users can graphically limit the tables and fields to be included in the request/response, just selecting those needed for the job in hand, providing default values for static fields, reducing the information the Connector user must provide, and much more. This process essentially allows a bespoke, simplified, version of an API to be created specifically for your use case, streamlining the process of using this within your digital transformation processes. All of this is achieved without the need for any code, making the process significantly quicker than would otherwise be possible.

Once fully defined, a Connector can then be seamlessly integrated within workflows, eForms/apps, and automations as if they were just another database. No code is required to interact with the Connector, and data is automatically transformed into the appropriate format.

Connectors can also be built into external processes and systems, providing a simplified, well-defined way of communicating with a complex web service. Finally, this provides the ability for creators and third-party system developers, to fully utilise web services without needing to deal with the upfront technical complexity and configuration.

In situations where users wish to take more granular control of Connect or perform more complex operations, its behaviour can be extended through the definition of custom transformations. More advanced technical users may use industry-standard techniques and approaches to produce plugin transformations that can be applied to data passing through Connect. These complex transformations are invisible to the end-user allowing them, once created, to be utilised by non-technical creators.

To further lower the bar of utilising complex web services, NDL provides a range of pre-defined Connectors, covering a wide range of target systems commonly used within the public sector, from back-office systems such as TopDesk, Halo ITSM, and Zellis, to online data stores such as the DVLA, Highways England and NHS FHIR. Additionally, when looking to add intelligence to your digital transformation projects, pre-configured Connectors for

AI and cognitive services such as image recognition and translation are also available. In many cases, this allows users to completely bypass the process of creating a new Connector, leaving only minimal configuration to be done. These pre-defined Connectors are created by NDL and other members of our Community for back-office and digital systems commonly used in the sector.

Whether creating a Connector from scratch or utilising one of the many that have been pre-defined, Connect allows you to securely integrate web services as part of your digital transformation projects, without any complicated coding requirements. These web services may allow you to:

- Facilitate end-to-end digital transformation with advanced integrable capabilities
- Leverage API technology to harness additional, sometimes cognitive, services and data in RPA, mobile, eForm and workflow projects
- Connect directly to back-office systems for streamlined communication
- Add smart abilities and intelligence to public sector workflow

Regardless of the use case, Connect allows your organisation to make the most of the powerful tools already out there.

Capabilities

While Connect unlocks endless possibilities through API and web service connection, its features put simplicity, efficiency and convenience at the heart of every integration.

Data Integration

Seamlessly integrate industry applications and back-office systems within your organisation's processes, using web service APIs and databases through a single, streamlined, mechanism. When used alongside the rest of the NDL Evolve Digital Transformation Platform, Connect allows you to combine multiple services into a single, simplified interface to enable the input and output of data to/from processes as required.

In some cases, processes that were previously only achievable via robotic process automation (RPA) can now, through the power of Connect, be migrated to modern, more feature-rich APIs. By using Connect, this becomes as simple as a 'plug-and-play' switch from one technology to another.

Accessing Common Data Services

Using pre-defined, or custom-created Connectors, access commercially available data-sharing web services, such as post-code lookups, weather forecasts, and dynamic routing optimisation from within your business processes. These services, whether cloud-hosted or on-premise, allow you to significantly increase the breadth of data accessible to your business processes, increasing their ability.

Unlocking Intelligence

Take advantage of the wide range of AI and Cognitive Services such as image and form recognition, sentiment analysis and translation. Connect is specifically designed to target the typically complex web services required to access intelligent services, allowing them to more easily be incorporated into all business processes. Furthermore, Connect provides a service-agnostic approach to using AI and Cognitive Services, allowing you to select the best service at the time, without needing to alter your business process. This provides you with the freedom needed to deliver the right digital transformation outcome.

Extensibility

In the rare situation that you need to further customise the data passing through Connect, developers can use industry-standard technologies to write custom transformation plugins that are run within Connect. This provides a comprehensive way of including these complex behaviours within your Connectors, without adding any complexity for your users when utilising the web service within your process.

Web Services Directory

One of the major challenges for many public sector organisations is understanding the wide variety of different APIs your organisation already has access to. With Connect, you can easily keep track of, and document, the web service APIs available within your organisation in a single, up-to-date, location. Connect Studio allows you to collect, and store, key

information on each API, such as its purpose, authentication parameters, URI, and any additional notes. This overcomes the often-complex challenge of documenting the vast, and growing, number of APIs used within an organisation, saving time and reducing business risk.

Web Services Simplification

In many cases, vendor-supplied Web Services will be complex, supporting multiple data functions and elements within a single API 'operation'. Using Connect, these complex Web Services can be broken into several smaller, more manageable Connectors with each designed to achieve a single goal. Using this approach, you can produce a series of easily understood, genuinely usable Connectors, that can be more easily incorporated into your business processes. Each Connector will automatically handle the process of communicating with the more complex target web services, without this being visible to the process creator.

Web Services Conversion

When used alongside the rest of the NDL Evolve Digital Transformation Platform, you can convert between web service types, or from a web service to a database (and vice versa) to allow your processes to access data in the format they natively support. Expose data in exactly the format it is needed without changing the back-end data structure, allowing data to be seamlessly converted on the fly as and when it is needed.

Streamline Web Service Security and Authentication

Connect supports a wide array of target web service security and authentication protocols, including API keys, basic authentication, end-to-end data encryption, and more. Typically, utilising these advanced mechanisms is technically demanding, but Connect's import wizard streamlines this process by providing you with a simple, graphical, interface for their configuration. This dramatically reduces the technical burden of accessing secure web services and ensures you can integrate the APIs you need.

Once imported and configured, end-users need no knowledge of the security and authentication mechanisms in use by the target web service. All Connectors utilise a highly secure, Active Directory-assisted, authentication mechanism to allow access control to be assigned to a user or system's organisational credentials. Connect then seamlessly verifies access to the Connector, adds the appropriate security and authentication mechanisms and forwards the request to the target web service. Not only does this remove the complexity from the end-user, but also means secure web service credentials only need to be known by specific personnel.

Components

Connect Studio

An intuitive, no-code design environment for creating your web service integrations. Use simple wizards and drag-and-drop technology to build 'Connectors', all rendered in real-time in Connect's 'request-to-response' diagrammatic view. Once defined, users simply interact with these as they would any other data source in their project. Suddenly, Web Services look and perform the same way a database does.

Pre-configured Connectors

For common public sector APIs, such as back-office systems like TopDesk and Halo ITSM, data stores like the NHS and DVLA, or cognitive services such as image recognition and document translation, Connect provides a range of pre-configured Connectors. These Connectors have been carefully created and edited by our team of public sector experts, enabling you to download, configure, and deploy in a matter of minutes. This dramatically reduces the time it takes to get live with complex APIs you may already have access to.

Connect Templates

Rather than building every Connector from scratch, Connect users can create 'template' Connectors, which allow additional Connectors to be quickly built without the need to re-configure common settings, saving time on future projects. For example, copy all the

configuration information from a Connector designed to perform function A, then simply select function B and publish that Connector too.

Connect Community Library

Extending the range of built-in and user-generated templates is the Connect Community Library, where public sector organisations can share their own, anonymised Connectors, to give your team a head start in revolutionising your business processes.

Comprehensive online documentation

Every product within the NDL Evolve Transformation Platform is supported by in-depth technical documentation, accessible online 24/7. We'll share all documentation relevant to your chosen licence(s) with your organisation when you activate your software – but you can also find it anytime in our customer-exclusive [Community Portal](#) online too.

NDL Evolve Engine

At the heart of the NDL Transformation Platform is NDL's Evolve Engine. Consisting of a central server and management interface, the Evolve Engine unifies Automate, Digitise, Connect, and Flow - facilitating transaction processing, queuing, and orchestration between them all.

Built on modern, community-proven technology, the Evolve Engine utilises NDL's unique and industry-leading Server <-> Agent architecture to support the distributed processing of data across your estate. This allows it to interact with a wide range of environments and services, regardless of their physical or virtual location, and supports all modern cloud configurations - be those public, private, hybrid, or community.

The Evolve Engine brings a wide range of core functionality to each of the Evolve products.

Distributed Architecture

Sitting at the core of Evolve is the Evolve Server. This centralised service co-ordinates the activities of the entire platform, sharing data and information as required. It is designed from the ground up to ensure the efficient processing of data and provides a central location through which your entire Evolve estate can be orchestrated.

For the processing of data, be it via Automate, Digitise, Connect, or Flow, are the Evolve Agents. These 'micro servers' can be deployed throughout your environment, allowing you to pass data between physical and virtual environments as if they were one.

Platform Management

Evolve Manager is a comprehensive management interface that allows only authorised administrators to view, configure, and manage the Evolve Platform, enabling and disabling individual processes and functions as required. Administrators can also view system performance information, including diagnostic logs and tracing, track transaction and data volumes, and re-configure processes on the fly where required.

Security

Secure by design, the Evolve Engine utilises strong security technologies to protect your data at transit and rest. By default, all data within the system is always encrypted to the latest industry standards. Where data is to be transmitted between systems and organisations, you have complete control over what, how, and when data is shared. Additionally, using Active Directory integration, distinct roles can be created for Evolve users and administrators to control system access and data security, maintaining separation between end-users and administrators.

Auditing

All actions within the system, including those completed by administrators, are fully audited, enabling you to ensure your organisation's data security policies are achieved. This is essential in organisations where strong operation governance is desired and takes place seamlessly with no additional configuration required by the end user or administrator.

Resiliency and Reporting

Within Evolve, workloads can be balanced as required, with resources being brought online and offline as demand dictates. When running in a private cloud configuration, for example, the creation of failover systems ensures uptime is maintained. Evolve provides a comprehensive data warehouse to log transactional performance, allowing BI technologies to be utilised to assess and monitor system usage.

Minimum requirements

Our software is compatible with a wide range of machines, systems, and servers – we’ve included the minimum requirements of the NDL Connect product below. For more information, please contact our support helpdesk.

Evolve Engine	<p>Runs in a cloud configuration of your choice and requires a Microsoft Windows Server operating system.</p> <p>Requires the latest major version of Microsoft Windows Server, or one of the two prior major versions.</p>
SQL Server	<p>Hub and Connect use Microsoft SQL technology and can use a shared or dedicated instance. This must be accessible from the location at which the Hub Server is installed.</p> <p>Requires the latest major version of Microsoft SQL Server, or one of the two prior major versions.</p>
Studio	<p>Runs in the Microsoft Windows desktop environment.</p> <p>Requires the latest major version of Microsoft Windows, or the prior major version.</p>

Ongoing support & upgrades

NDL Connect isn't just a one-time purchase – our corporate licences are subject to expert support, training and updates as the needs of the public sector evolve.

Project Services

Our dedicated team of consultants are experts in deploying, building and configuring our technologies across a range of public sector environments. Over the past four decades, we've supported hundreds of members across the NDL Community - we understand how to work effectively, responsibly and in unison with public sector teams.

Aiming to ensure your organisation achieves maximum usage, ROI, and benefits, we recognise that, from time to time - you simply may not have the in-house resources available to achieve your objective. Our experienced team of technical experts is ready to support your digital transformations - backed with extensive knowledge of public sector project delivery, your environments, your applications, and your people.

No matter your project's complexity, don't hesitate to contact our Delivery Team with your organisation's unique requirements.

Product Support

Our team of Yorkshire-based experts are always on hand to ensure your organisation gets the very most from its NDL software. No matter your enquiry, our dedicated Delivery Team is committed to providing hands-on support and impartial advice regarding NDL products. Software support includes, but isn't limited to:

- Installation
- Software management
- Troubleshooting
- Administration
- Product upgrades
- Performance

For bespoke software support, don't hesitate to call our Service Desk between 9 am and 5:30 pm, or log a service ticket anytime through the customer-exclusive [NDL Community Portal](#).

Response Times

Priority	Severity	Description	Example	Commitment	Response Time
1	Critical	High impact on the customer's business due to a fault that prevents operational use of NDL products.	Consistent operational system crashes, data corruption, loss of production or major loss of functionality.	Calls are handled before all other requests at top priority, allowing us to diagnose and identify to cause of the issue to provide an early resolution. A call management plan will be agreed with you where this is appropriate.	4 hours
2	Important	Customer's business is significantly impaired or restricted due to a fault that, while not preventing, is seriously degrading operational use of NDL products.	Intermittent operational server failure, workstation crash, performance issues or broken features.	NDL will attempt to resolve these issues as quickly as possible, considering issue impact and the individual circumstances of the call. A call management plan will be agreed with you where this is appropriate.	1 working day
3	Standard	Less serious issues, or those for which a viable workaround is available with little to no impact on operational use of NDL products.	Non-critical or intermittent software failure, features not working to preference, feature enhancement requests, information requests or documentation errors.	We will discuss the issue to mutually agree how and when the issue will be resolved.	3 working days

Training and mentorship

Delivered through the NDL Academy, we offer a wide range of both curriculum and bespoke training courses to bolster your in-house skillsets and capabilities. Ensuring your organisation has all the skills necessary to make the most of the Evolve Transformation Platform, including advanced learning for experienced developers, get in touch with our expert Delivery Team for more information surrounding the following educational services:

- General software training
- Developer courses, from foundation to advanced
- Installation & administration courses
- Bespoke, hands-on mentorships delivered throughout working digital projects

Upgrades

Every member of the NDL Community receives regular updates for their licensed products. Our software is constantly evolving in line with your requirements, and every NDL customer is entitled to both major and minor release upgrades at no additional cost (during the term of your agreement).

We'll always let you know when we release a new update for your licensed NDL products, but you can also access the latest versions of our software at any time through our Customer Portal. As an NDL customer, you'll have exclusive access to the community-exclusive area of NDL.co.uk – and you can download all our latest updates via the Product Downloads section.

Need some support with installation and upgrades? We know implementing updated software in the public sector isn't always easy – but we're here to support your organisation in any way that we can. From installation and administration training to boost your in-house skillsets, or full installation services from our technology experts, contact support@ndl.co.uk for bespoke assistance.

Hosting

This product(s) can be hosted on-premises or in the cloud, depending on your organisation's requirements. NDL Connect can also be deployed via third-party cloud providers, such as Microsoft Azure or AWS, with the help and support of our expert Delivery Team. The costs associated with hosting will be dependent on specific requirements. Please contact NDL for further information.

For more information about NDL Connect or the wider Evolve Digital Transformation Platform, don't hesitate to reach out to the team at info@NDL.co.uk or call [01937 543500](tel:01937 543500).

Pricing Structure

NDL | Evolve Transformation Platform

	NDL Digitise	NDL Automate	NDL Flow	NDL Connect
Form & App Studio	✓			
Forms/Apps	250			
Mobile Devices	1000			
RPA Studio		✓		
Attended Bots		50		
Unattended Bots		10		
Workflow Studio			✓	
Storyboards			250	
Connect Studio				✓
Connectors				250
Evolve Studio	✓	✓	✓	✓
Evolve Server	✓	✓	✓	✓
Standalone Pricing	£47,500	£47,500	£38,000	£38,000
Additional Product	£38,000	£38,000	£27,500	£27,500

Pricing Structure – Package Options

NDL | Evolve Transformation Platform

	NDL Evolve	NDL Evolve <i>Plus</i>	NDL Evolve <i>Enterprise</i>
Form & App Studio	✓	✓	✓
Forms/Apps	5	25	250
Mobile Devices	50	250	1000
RPA Studio	✓	✓	✓
Attended Bots	✗	✗	50
Unattended Bots	3	5	10
Workflow Studio	✓	✓	✓
Storyboards	5	25	250
Connect Studio	✓	✓	✓
Connectors	50	100	250
Evolve Studio	✓	✓	✓
Evolve Server	✓	✓	✓
Additional Live Environment	✗	✗	✓
	£47,500	£85,000	£131,000

Success Stories | NDL Evolve Transformation Platform

The NDL Community includes organisations from every corner of the public sector – healthcare, local government, housing, education and policing. Our RPA, mobile application, eForm, workflow and integration tools have helped to uplift an immeasurable number of public-serving business processes.

Conwy County Borough Council

Reducing Social Services admin overheads by over 2,000 days

With the imminent expiry of a legacy system, almost 12 million records needed to be migrated into the Wales Community Care Information System.

Using RPA, all records were migrated error-free in three months.

“The migration project has been a huge success for Conwy Council and has allowed us to migrate across almost 12 million highly confidential, but essential Social Care records with complete confidence.”

Will Valentine,
Principal Technical Solutions Architect

West Suffolk NHS Foundation Trust

CQC rating improved with over 6,000 clinical photography sessions digitised per year

The Global Digital Exemplar Trust now saves over 1 million minutes each year with front-end tech.

Rolling out its clinical photography apps across 20 departments, the trust improved its CQC rating, and given time back to clinicians.

“Clinicians feel the new system has enriched their roles by providing clearer support, ultimately leading to the best outcome for the patients – putting them first.”

Liam McLaughlin
CIO

Hertfordshire Community NHS Trust

Saving 25,000 sheets of paper across 250 schools with digital eConsent forms

The Trust has improved vaccination rates while decreasing dose wastage with eForms.

Allowing parents and guardians to provide consent digitally, streamlining students vaccinations across schools in Hertfordshire and East Anglia.

“eConsent has revolutionised the Immunisation Service allowing us to interrogate health information in advance of sessions, increasing uptake rates, reducing health inequalities. We could never go back!”

Caroline Shepherd, Associate Director COVID 19
Vaccination programme

Why not take a look at our real-life public sector use cases by heading to <https://www.ndl.co.uk/success-stories>, or join us at one of our upcoming in-person events and webinars.

Interested to know more? Whether your organisation aspires to deliver digital-first services as standard, or is simply looking for a way to upgrade legacy systems without undertaking cumbersome manual data migration processes, NDL is here to help. To learn more about the NDL Evolve Transformation Platform – and its capabilities within your specific requirements – don't hesitate to book a free demo today.