excelpoint
SMARTER SOFTWARE SOLUTIONS

Build powerful business-critical systems with no-code software

Excelpoint G-Cloud 13 Service Definition

"You don't have to see the whole mountain, just take the first step."

Martin Luther King

excelpoint
SMARTER SOFTWARE SOLUTIONS

Excelpoint's G-Cloud Digital Transformation No-Code Platform offers a scalable, flexible, secure and reliable way to digitalise enterprise-wide business processes much faster than you think, leveraging legacy systems and information, replacing paper and spreadsheets, delivering powerful real-time reporting dashboards, accessible anywhere and on any device.

"65% of software development by the year 2024 will include no-code / low-code platforms."

Gartner

excelpoint
SMARTER SOFTWARE SOLUTIONS

Our Company

For over 20 years, Excelpoint has empowered organisations to realise the benefits of a digital transformation, making it easier to gather and analyse data, operate with more flexibility, and expedite efficiencies in business processing.

Our Clients

Our (125 plus) clients and (500,000 plus) service users, span a multitude of sectors, both public and private, large and small – and some of them have been with us for over 15 years – all of which speaks volumes to our flexibility, reliability and capacity to evolve with changing technologies and business needs.

Our Product

Excelpoint's G-Cloud solution is hosted in the Microsoft Azure Cloud. It is accessible (securely) through any modern device - desktop, laptop, tablet, mobile et al, and accessed via a portal, internet and mobile App.

It can handle data through multiple channels without the need for re-keying, moving seamlessly through email, text and MSOffice, and complies with WCAG2.1 guidelines receiving an AA rating following an external audit.

The product is entirely configurable, guaranteeing an exact match with your requirements, and comes with a range of "quick start" application hubs, including CRM, ERP, GRC, comprehensive role-based access controls, and many more.

Our Services

We can provide in-depth training enabling in-house teams to assemble and configure your solution (as a number of our clients have). Alternatively, we can supplement your teams if required with our consultants to expedite full benefits realisation and ensure you address all your organisational challenges. We also provide comprehensive first and second line support to ensure help is always on hand and run-time issues are addressed promptly.

To find out more please read on…
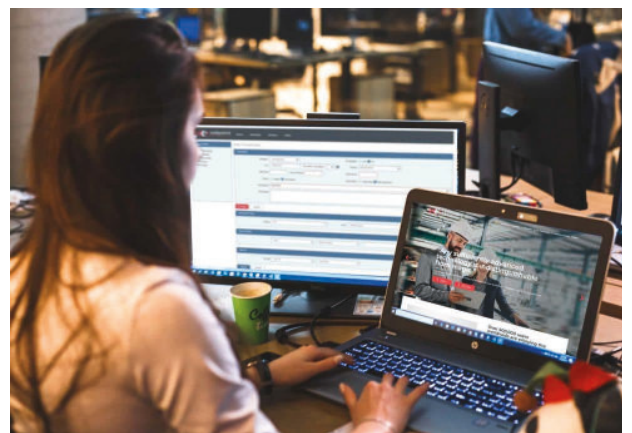
Call us
+44(0)1325 375 930

Email us
hello@excelpoint.co.uk

Visit our website
www.excelpoint.co.uk

Collation • Integration • Automation

Benefits

Our smarter no-code platform enables organisations to assemble and configure innovative applications faster to realise true enterprise-wide digital transformation.

Take advantage of our "quick start" application hubs featured opposite to accelerate time to value, or exploit the additional features listed below.

> We are compatible with screen-reader and voice to text applications to allow forms to be completed by the visually impaired.

> We offer both screen descriptors and data capture in a range of foreign languages.

> We interact with Google Maps and Bing Maps, plotting locations accurately on the map.

> We integrate "policies and procedures" with "process automation" to improve compliance and support self-service training and public self-service operation.

> We embed links in all electronic processes with their associated policies and procedures, allowing direct access to the relevant passage at a single click, and similarly, embedding links in all policies and procedures allows access to the relevant process.

> We ensure relevant policies and procedures are presented and confirmed to have been read and understood and allow dissemination of changes to policies and procedures to be tracked. It ensures all personnel have confirmed they have read and understood them.

Collaboration
Ease of use enables the no-code software to be configured entirely by the customer or in collaboration with Excelpoint.

Enterprise-wide
A range of applications to drive and achieve automation across any business process enhancing the user and customer experience.

Agile
Scales effortlessly with permission-based access and delivers solutions more rapidly, often up to ten times faster than equivalent bespoke development projects.

Insightful
Improved and secure information easily accessible from anywere with management reporting tools and decision support insight.

No-Code
Technology designed for rapid configuration of software to create powerful and agile business processes to embrace best practice.

Flexibility
A browser-based solution accessible on any device, hosted on-premise or in the cloud, and with integration to existing systems.

Engage • Innovate • Empower

Call us
+44(0)1325 375 930

Quick Start Applications

Business Activity	Application Hub
Analytics and business intelligence	Analytics Data visualisation Reporting and dashboards
Collaborative working	Case management File sending and file sharing Task management Workflow
Customer relationship management (CRM)	Contact management CRM system Customer helpdesk (service desk) Customer service and support
Information and communications technology (ICT)	API connectors and interface engines File sending and file sharing Geographic information systems and mapping
Operations management	Business process management (BPM) Enterprise resource planning (ERP) Governance, risk management and compliance (GRC) Workflow
Software development tools	Build tools Development tools Form building Mobile development

Our off-the-shelf "no-code" solution is assembled and configured to precise requirements of each client to create a unique solution every time.

For over 20 years, at more than 125 clients and more than 500,000 users we have assembled, configured and implemented successfully using our practiced and proven agile methodology.

We have invested over the course of the past two decades to ensure that our solution is highly flexible and assembled and configured much faster than bespoke coding because all the heavy lifting (associated with bespoke coding) is already complete.

The net result is the swift deployment and low risk of a standard off-the-shelf package solution to exactly match your requirements - one you would normally only expect of a bespoke solution. And what's more, our "no-code" solution is just as easy to adjust in alignment with your evolving processes and business practices going forward as it is to assemble and configure in the first place. Hence, your ongoing "development" costs, timescales and risks are kept to a minimum.

Overview of Methodology

Post Contract Award

We would anticipate meeting with you to agree on a detailed plan-of-work, confirming your priorities and availability to work with us to ensure the solution meets your exact requirements.

It could also include the provision of all existing paper-based (or system) inputs and outputs, major business process flows and processing rules, all relevant internal organisational structures and personnel lists, and your high-level acceptance criteria.

It would allow us to assemble an initial configuration of our solution, confirm the data transfers within the major interfaces, and identify the detailed workflows to tailor to your specific ways of working.
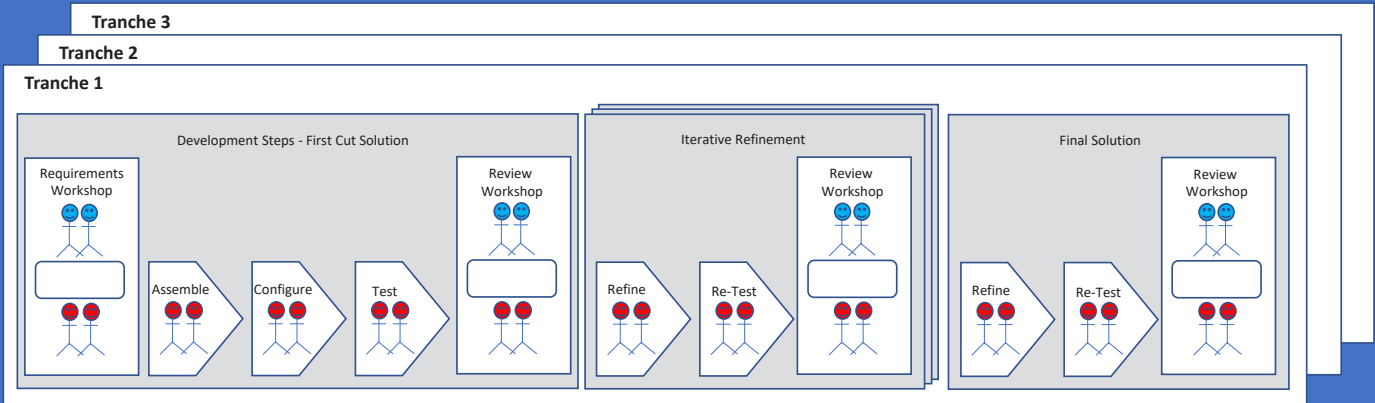

It would also allow us to share with you our methodology so that all parties hit the ground running. We have included two free days of "consulting support" to work with you on this and to agree on the best way forward.

During Implementation

We have a well-honed and proven methodology which is both structured and yet still flexible enough to accommodate your preferred ways of working. Key stages include:

Department • Organisation • Global

Core Solution Development Process

Tranche 3
Tranche 2
Tranche 1

Development Steps - First Cut Solution | Iterative Refinement | Final Solution

Requirements Workshop · Assemble · Configure · Test · Review Workshop · Refine · Re-Test · Review Workshop · Refine · Re-Test · Review Workshop

- **Solution Configuration** – Achieved through a series of iterative steps, including "hothouse" sessions in which we would work through your detailed requirements with you to identify how you wish each process and workflow to operate.

We would then assemble and configure the solution as agreed and then share that back with you. Typically, "hothouse" sessions would last for half a day to a full day, and we would then assemble and configure as agreed over the next three to four days, with a final half-day to share the results.

During this phase we will also enable the interfaces with your agreed systems.

The Excelpoint platform provides a powerful system integration option in either of two ways:

1 - Data Level Integration – The platform can connect to almost any other existing data repository using open system connectors, including ODBC, OLE/DB, ADO etc.

2 - Application Programming Interface (API) plug in points – Where an external third party data source requires integration and no direct data access is available, the platform provides a plugin architecture that allows for the implementation of Application Programming Interface (API) Endpoints.

- **Solution Implementation** – It involves setting up the solution to replicate live operations, with organisational structures and roles in place, reporting and approval lines set up, and initial data set up to reflect life-like operations (all key roles represented though not necessarily all staff). It would then allow for comprehensive life-like User Acceptance Testing and pave the way for full implementation in time for go-live.

- **Solution Testing** – It allows for comprehensive testing of the full solution and any final fine-tuning to the solution configuration. It would also include full User Acceptance Testing.

Pre-Go-Live Set Up

It includes the set up of all anticipated system users, with user IDs and passwords, agreed reporting and approval lines, and data conversion of legacy data. It would also include staff training, so that all staff are ready for go-live.

Data conversion is then completed (if required), but that would depend to some extent on the complexity, volume and accuracy of the data to be transferred and would typically require the cooperation and support of the outgoing solution support team. Hence it may take longer to extract, cleanse and load the necessary data. Though of course, data extract and cleansing could proceed in parallel with the three steps above, mitigating risks to and impact on the critical path.

Go-Live

This would be relatively straight forward and would include "project sign-off" via your standard procedures, plus on-site support to ensure all things went smoothly.

Post-Go-live

It will include our standard help desk providing first-line support for any queries or issues you may have, backed up by our comprehensive solution support team should any item raised need escalation.

In addition it will include all standard backups, solution availability SLAs, and performance monitoring and management, and it can include ongoing development support for further fine-tuning of the solution moving forward.

We could also include training your in-house technical personnel to enable them to maintain and enhance your solution without recourse back to us. We have clients who find our solution so easy to enhance they do it entirely themselves.

Finally, during the contract lifetime, we would expect to upgrade the underlying Excelpoint architecture circa twice yearly to ensure we retained full inter-operability as devices and operating systems evolve.

Build • Use • Improve

Call us
+44(0)1325 375 930

We are not sector-specific

Charities

Construction

Energy

Engineering

Financial Services

Local & Central Government

Manufacturing

Mining

NHS

Nuclear

Service Sector

Utilities

"Our software drives the business processes of organisations of all sizes, from SME's to global business brands recognised worldwide."

Our Customer Success Stories

Our powerful software is helping drive the business processes of organisations of all sizes and across a wide range of sectors, enabling them to be more efficient and profitable.

Here are some examples of how our software is helping.

Belfast Health and Social Care Trust

Having developed systems for a range of operational processes across the Belfast Health and Social Care Trust, the team selected our no-code software to create its bWell mobile app.

This venture into app development provides content and resources for employees to maintain and improve their wellbeing, reduce absence, enhance the overall employee experience and support a Trust-wide initiative.

Business Durham

Via its tendering process, Durham County Council's business support service, Business Durham choose our no-code software to create a tailored CRM solution to enable the accurate recording and centralisation of business-critical information to manage customer relationships, drive insight and support business strategy.

Our agile methodology enabled Business Durham to configure and deploy a solution within four months, meeting a deadline of the incumbent software licence coming to an end.

Anglian Water

Anglian Water's Biosolids team needed to operate literally "in the field". With our no-code software, it now has access to compliant business processes, internal documentation/standards and data from pre-existing corporate systems.

Additionally, it can seamlessly link to external information including, mapping systems and DEFRA recommendations and guidelines.

Aura Infection Control Ltd

Rather than a phased approach, Aura Infection Control decided to encapsulate the entire business processes in one development, implementing CRM, order processing, customer service helpdesk, inventory control, invoicing, resource scheduling and sales management.

It proved to be a crucial benefit during the Covid pandemic as the business could rapidly adapt to changing circumstances.

cyclife GROUPE eDF

Following the successful implementation of our change management and risk management solution, we configured our no-code software to automate inventory management.

We digitalised the core process throughout the metal recycling facility, from arriving on-site, through processing, to the final consignment off-site for onward treatment or managed disposal.

Public • Private • Your Sector

Call us
+44(0)1325 375 930

Supportive.

Our no-code software delivers a system to support a key health authority contract. The system is accessible at the head office, from any mobile device and via standalone apps in remote areas.

All the information captured is processed and manipulated centrally to output data for a range of primary care organisations including, local GP practices.

Nacro
WE CHANGE LIVES

We implemented an incident management system tailored to meet Nacro's unique requirements encompassing all aspects of RIDDOR whilst including security and safeguarding.

Our no-code software provided out of the box integration with three of Nacro's existing systems - Human Resources, Learning Management and Property Management.

IF U CARE SHARE FOUNDATION®

If U Care Share plays a vital role in keeping people safe and supporting some of the most vulnerable members of society. Our no-code software provides invaluable insight from the outcomes of workshops and questionnaires and monitors the progress of the people the charity supports.

It automatically generates crucial information to facilitate and implement a support plan tailored to the exact needs of the individual.

CISC Copenhagen Infrastructure Service Co.

CISC embraced our technology initially for a small project but quickly realised the benefits and have subsequently rolled the software out across almost all business processes associated with managing the commissioning, contracting, and operating of its biomass power stations.

wood. KAEFER
When it counts, count on us.

To eradicate significant workload at tier 1 and tier 2 supplier levels, we configured our no-code software to automate the supplier work requests process to invoicing. It enables customers to create a work request offering automated pricing.

Once approved, it schedules the work, allocates resources and generates tasks on stand-alone native mobile apps. On completion, the central system triggers invoicing processes.

MINOVA

Minova Global embraced no-code software to improve its sales processes, delegation of authority, global forecasting and general senior stakeholder visibility across its global sales divisions.

excelpoint
SMARTER SOFTWARE SOLUTIONS

Call us
+44(0)1325 375 930

Email us
hello@excelpoint.co.uk

Visit our website
www.excelpoint.co.uk

Office The Work Place,
Heighington Lane,
Aycliffe Business Park,
Co. Durham, DL5 6AH

Follow us

Customer Experience • Employee Experience • Stakeholder Experience