

Discovery Audit and Procurement Support

Challenge

The London Borough of Croydon (LBC) faced a significant challenge when the need arose to replace their incumbent Adult Social Care System (SWIFT / AIS) due to the software vendor, Northgate Public Services, exiting the social care systems market. With limited in-house capabilities for such a big undertaking, BetterGov were able to assist LBC in the procurement and successful implementation of a new, fit-for-purpose Adult Social Care System.

The primary challenge was conducting a detailed discovery analysis to understand LBC's service needs, organisational strategy, and the existing delivery structure. This analysis was critical for guiding the procurement process and ensuring the successful implementation of a new system. The task was compounded by the necessity to migrate data not only from the legacy system but also from two additional systems, NHS CRS and Information@Work, requiring a nuanced approach to the audit and subsequent recommendations.

Solution

The collaboration between LBC and BetterGov resulted in a comprehensive specification of requirements that guided the competitive tender process. The insights provided by BetterGov were instrumental in ensuring LBC could procure a system that was not only fit-for-purpose but also offered the best value for money. The detailed analysis and recommendations also highlighted LBC's technical skills gap, offering a clear path forward for capacity building and system integration.

- **Diagnostic Audit** - A high-level diagnostic audit to map out the current landscape, identify technical gaps, and understand the integration requirements for the new system.
- **Migration Assessment** - An in-depth migration assessment that considered the complexities of transitioning data from multiple legacy systems.
- **Recommendations** - Strategic recommendations covering system integration options, implementation costs, business requirements, timelines, and the governance structure necessary for a successful migration and integration process.

Outcomes

- ✓ Seamless system migration for LBC, navigating complex transitions across multiple sectors
- ✓ Comprehensive analysis to define the needs and strategy, laying a solid foundation for system procurement and implementation.
- ✓ Customised recommendations on integration, costs, and timelines, facilitating informed decision-making
- ✓ Our insights guided LBC through a competitive tender, ensuring the procurement of a cost-effective, fit-for-purpose system.
- ✓ Technical skills gaps highlighted, offering a roadmap for capacity building and future service enhancements.



9 months from contract
engagement to system go live

“BetterGov’s knowledge in complex system migrations from multiple systems within Social Care, Education, and Housing proved invaluable to Croydon. We were given the confidence to finalise our procurement approach, organisation strategy, and delivery structure to implement a new fit-for-purpose system,” remarked a key stakeholder from LBC