



NDL Software Limited

G-Cloud Service Definition Document

**NDL Flow**

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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), Intelligent Automation (IA), mobile applications, eForms, workflow and systems integration 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**.

Our aim is 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 together and adding a modern digital transformation capability.

In 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 Flow

NDL Flow makes creating, running, and managing complex workflows a breeze without writing any code. It allows you to easily create highly effective end-to-end integrations, joining disparate systems into a seamless process that gets your data where you need it to be, when you need it to be there. This allows you to transform and optimise new, and existing, business processes to save you time, money, and resources.

## Summary

NDL Flow is a no-code workflow product that allows organisations to visually create integrated workflows that elevate their business processes. These processes, or 'Flows', are created in the intuitive, Microsoft Office style, 'Flow Studio' using a 'drag-and-drop' Storyboard builder. A Flow, therefore, can be created in much the same way a user would traditionally document a business process. They simply create a new Storyboard, add and describe each step, and a flow chart is created; except with Flow, it's so much more than just a picture on a page.

Each point in your Flow becomes interactive, from start to finish, with Activities such as monitoring inputs, making decisions, and triggering external behaviours. Each Activity is graphically configured, without the need for code, to customise its behaviour to your exact requirement. This no-code approach makes workflow creation achievable by business managers or analysts, reducing your reliance on specialist development resources. This saves you time and money, while increasing productivity in the creation, running, and monitoring of business processes.

Once defined, a Flow can be triggered in a wide variety of fashions. This can be on the submission from a mobile app or eForm, by monitoring a back-office SQL database, as the result of an RPA process or even directly through Flow's API. One Flow can also trigger another, based on your business logic, so that large, complex, process can be delivered in bite-size chunks. This approach allows Flow to seamlessly fit within your existing business processes.

As part of a Flow, data can be output to one, or many, locations. This includes writing data directly to a database, submitting it to an API, or producing documents such as formatted PDFs. Additionally, notification methods such as emails, mobile push notifications, and toast notifications can be combined with rule-based logic to keep your users informed and your processes moving. When used together, this gives Flow the ability to run complex, multi-step, business processes with data output and user intervention possible at every stage.

In short, Flow provides everything your organisation needs for modern transaction processes; there and back again, from:

- The front-office to the back-office
- The eForm to mobile app
- Back-office to back-office
- One to one
- One to many
- Many to many



To enable these process transformations, Flow is built on NDL's Hub Technology, specifically designed to support modern cloud deployment models, be they private, public, hybrid, or community. When used in public, private, and hybrid configurations, Flow's distributed architecture allows you to seamlessly communicate between environments, regardless of their physical location. Additionally, in community configurations, Flow's secure messaging technology allows processes and data to cross organisational boundaries, facilitating collaboration between public sector bodies. With Flow's data protection and audit capabilities, only limited, approved, information is ever shared. This enables you to share information with assurance that your governance requirements are being achieved.

What's more, NDL's Hub Technology allows Flow to seamlessly integrate with the wider NDL Evolve Transformation Platform. This gives your organisation the capability to produce end-to-end transformations using eForms and Mobile Apps (Digitise), Robotic Process Automation (Automate) and web service APIs (Connect). All possible within a simple, drag-and-drop Studio environment.

## Features

Flow takes end-to-end digital process transformation to the next level with a range of powerful features, each designed to ensure simplicity and efficiency.

### Flow Studio

An intuitive no-code design environment for creating your workflows. Following the Microsoft Office style, use drag-and-drop technology to build process 'Storyboards' visually, graphically describing your process from start to finish.

### Flow Templates

Rather than building every process from scratch, a range of built-in process templates are available to get you up-and-running with common workflows. For example, monitoring the submission of an eForm or Mobile App and triggering an email can be achieved directly from one of the built-in templates.

### Flow Community Library

Extending the range of built-in templates is the Flow Community Library, where public sector organisations can share their own, anonymised, Flows or download a growing number of those built by others, to help get you up and running.

## Nest and Chain Flows

Flows can be run standalone, linked to each other in chains, or nested within each other. This allows complex workflows to be built up in stages, supporting an Agile approach to Flow implementation. This means users can benefit from early results and projects can evolve as business needs change.

## Scheduler

Individual Flows can be enabled and disabled as needed, with internal functions and processes being run according to date, time, and resource schedules. For example, running fixed month-end processes, or taking advantage of overnight systems availability. This is all aimed at optimising your environment to run as efficiently, and effectively as possible.

## Multi-step Data Processing

Using advanced, graphically defined, decision-based logic, Flow can process data through complex multi-step processes. Flows can send and receive data to/from multiple disparate locations, processing and transforming it as required, outputting it to single or multiple destinations concurrently, be they additional steps, flows, API's or data stores. These steps can take place immediately one after the other, or based on rule-based escalations, such as human decision making, time periods, etc.

## Flow Activities

Widening your organisation's digital capabilities, Flow features a wide range of workflow Activities to incorporate into your process, allowing your organisation to easily uplift and evolve digital processes. You'll find a range of pre-built activities straight out of the box, such as:

- Data transformation
- Logical decision making
- Monitoring and sending emails
- Triggering mobile push or toast notifications
- Database and Web Service (APIs) via NDL Connect technology

This allows Flow creators with no coding experience to shape workflow storyboards with ease.

## Extended Activities

Advanced developers can also create and run custom code components and plugins which in turn can be made available to no code users. This means that, despite a huge range of

Activities being available 'out-of-the-box', customers are not limited to just these functions and Flow's capabilities can grow with you.

## Distributed Architecture

Putting your organisation in control of its data, Flow's server-agent architecture enables processes to run in public, private, hybrid, and community cloud configurations. This allows different systems, across different cloud locations and even in different organisations, to communicate and work together as one. This means that Flow can support public sector data sharing and shared services models as well meeting your own organisations' specific goals and requirements.

## Security, Management and Auditing

Secure by design, Flow utilises strong security technologies to protect your data at transit, and at 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 Flow users and administrators to control system access and data security.

A comprehensive management interface allows only authorised administrators to view, configure, and manage Flows, 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.

All actions within the system, including those completed by administrators, are fully audited, enabling you to ensure your organisations data security policies are achieved.

## Package components

### Flow Studio

A drag-and-drop development studio, providing intuitive workflow storyboarding. Complete with ready-built activities to bolster your intelligent workflows.

### 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 Hub Technology

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

Built on a modern technology stack, Hub utilises NDL's unique and industry leading Server<->Agent architecture, to support distributed data processing, allowing it to interact with a wide range of environments and services, regardless of their physical location. Together, Hub's Server and Agents allows it to support all modern cloud configurations, be they public, private, hybrid, or community.

All data passing through Hub is protected using 256-bit encryption, with data fully protected at rest and in transit. Users can be assigned dedicated roles within the system, limiting their access as required, and maintaining separation between end-users and administrators. Full audit logging ensures that you can satisfy your organisation's governance requirements.

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

Hub provides:

- Intuitive Hub Studio, for storyboarding complex orchestration process
- Powerful Hub Manager, to manage all aspects of the NDL Evolve Transformation Platform
- Distributed Hub Server and Hub Agents, to support modern cloud architectures
- Hub Templates, to rapidly produce common orchestrations

## Minimum requirements

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



<b>Hub Technology</b>	<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>
<b>SQL Server</b>	<p>Hub and Flow use Microsoft SQL technology and can use a shared or dedicated instance. This must be accessible from the location at which Hub Server is installed.</p> <p>Requires the latest major version of Microsoft SQL Server, or one of the two prior major versions.</p>
<b>Studio</b>	<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 Flow 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 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
<b>1</b>	Critical	High impact on the customer's business due to a fault that prevents operational use of NDL products.	Consistent operational system crash, 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
<b>2</b>	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
<b>3</b>	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 of 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](mailto: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 Flow 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 queries or for further information, please contact our G-Cloud Desk:

G-Cloud@NDL.co.uk or call 01937 543500.



## Pricing Structure

### NDL | Evolve Transformation Platform

	NDL Digitise	NDL Automate	NDL Flow	NDL Connect	NDL Evolve Transformation Platform
Form & App Studio	✓				✓
<sup>1</sup> Forms/Apps	1000				100
<sup>1</sup> Mobile Devices	1000				1000
RPA Studio		✓			✓
Attended Bots		50			50
Unattended Bots		10			10
Flow Studio			✓		✓
Flows			250		250
Connect Studio				✓	✓
Connectors				250	250
Standalone Pricing	£42,500	£42,500	£34,000	£34,000	£125,500
Additional Product	£34,000	£34,000	£24,500	£24,500	-

<sup>1</sup> NDL Digitise is also offered on a entry level departmental basis at £24,500. The departmental licence includes up to 50 apps/eforms and 50 devices. N.B the departmental licence does not qualify for the Additional Product discount.

## 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. [Read the case study >](#)

“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. [Read the case study >](#)

“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. [Read the case study >](#)

“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

**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. Why not take a look at our real-life public sector use cases, or join us at one of our upcoming in-person events and webinars.