



WORKPRO COMPLAINTS MANAGEMENT SYSTEM

MAY 2022

Workpro case management system is developed by **CAS**
- an employee-owned technology company.
www.workpro.com

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DOCUMENT INFORMATION

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Intended Purpose

This is a service definition document for our G-Cloud 13 service to supply Workpro Complaints management system under Lot 2: [Service ID 216651603566189](#)

Document Sections

Section 1 - [Service Information](#) contains essential information about our Workpro Complaints service, including functionality and security.

Section 2 - [G-Cloud Alignment Information](#) details how to buy, configure and consume our service, and how to leave our service should the need arise.

Section 3 - [Why Workpro?](#) provides information about our company, our experience and why Workpro makes a good choice for your case management requirement.

How to Use This Document

This service definition document is an active document which means you can click on the links we provide to move around the document viewing only those specific sections you are interested in during the different phases of your G-Cloud buying process.

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2 SECTION ONE – SERVICE INFORMATION

2.1 Service Overview

Workpro is a specialised case management system for complaints handling and reporting. It enables you to efficiently track, report and analyse all complaints and enquiries using one secure, integrated system. FOI (Freedom of Information), EIR (Environmental Information Regulation), DP (Data Protection) and SAR (Subject Access Request) cases can be managed in the same system.

2.1.1 Key Features

LOG AND TRACK ALL CASEWORK



Configurable Workflow

'Out-of-the-box' complaints and requests workflows, configurable to your processes and terminology.



Multi-channel Case Capture

Quickly record all complaint details, however they come in (email, letter, web, phone, text etc.).



Document Management

Store all documentation in the case record and easily bundle for sharing. Optional PDF editing and redaction.

RESPOND & RESOLVE



Alerts and Reminders

Highly visible alerts, reminders and tasks drive action, while any vulnerabilities or risks are flagged.



Auto-populated Templates

Email and letter templates are auto-populated with case data, with full MS Word and Outlook integration.



Case and Task Ownership

Allocated case owners ensure accountability. Manual and system generated tasks. Re-assign as necessary.

MANAGEMENT INFORMATION



Reporting and Analysis

Built in standard reports library and flexible report writing tools. Rich data accumulates for ad-hoc analysis.



Performance Monitoring

Track casework using comprehensive dashboards, case and task views, with any issues highlighted.



Quick and Advanced Search

Everything is searchable, down to document level, with flexible filtering. Linked Case or Precedent Case tagging.

SECURITY & MAINTENANCE



Access and Audit

Authorised access only, with case level restrictions. Full audit trail. Data encryption. Single Sign On options.



User Admin Tools

Key system elements are maintainable by authorised administrators. e.g. lookup lists, KPIs, fields, permissions.



Data Protection

The integral file management utility lets you manage data and records according to your data protection policies

For more information on each feature, see [Functionality](#).

2.1.2 Key Benefits

Consistency

- Everything in one place improves case coordination and eliminates duplication.
- Built-in workflow steps ensure consistency and fairness in issue resolution.
- Templates reduce errors, save time, and ensure professional correspondence.
- One source of the truth, enables colleagues to quickly pick up cases and queries.
- Reliable data collection and meaningful categorisation feeds accurate reporting.

Control

- Case status and team performance can be monitored in real-time against targets.
- Clear visibility of who needs to do what, with alerts and reminders to prompt action.
- Dashboards highlight issues so that remedial action can be taken.
- Cases can be easily re-assigned due to staff absence, for example.
- Spot trends and analyse root causes for improvement initiatives.

Compliance

- Clear workflow guides staff, so regulation and policies are always correctly followed.
- Notifications and alerts ensure vital information and deadlines are not missed.
- File management tools ensure compliance with data protection and data access laws.
- A chronological audit trail guarantees full accountability and transparency.
- Management reports are easily generated from the built-in standard reports library.

2.2 Security

Workpro Cloud Hosting comes with best-in-class data security and disaster recovery as standard:

- UK-based, ISO 27001 accredited, state of the art data centres.
- Cyber Essentials certified
- 24/7/365 Managed Cyber Security Service
- Double Encrypted rolling data backups
- Full Disaster Recovery (DR) to a second standby data centre.

Workpro hosting is provided in conjunction with our long-term partners, iomart Group PLC. iomart is a UK based cloud company with wholly-owned secure data centres in 10 UK locations. www.iomart.com

Managed cloud hosting support (provided by iomart plc) is 24/7, 365 days a year, with a Service Availability Guarantee of 99.9%.

Private or Public Cloud

We set up your own separate instance of Workpro Complaints in the Workpro Cloud. We have a Private Cloud option with VPN (Virtual Private Network) connections if required.

We also have extensive experience of working with government infrastructure networks, as well as other suppliers of cloud based hosting services if preferred.

Access Controls

Workpro is a web browser based product, accessible from any web enabled device, subject to security/access permissions. See [System Requirements](#) for supported browsers.

Data is protected by access controls and data access is only permitted to authenticated users. [See Access and Audit.](#)

Managed Cyber Security Service

All Workpro hosted systems benefit from iomart's Managed Security Service (iMMS). Artificial intelligence (AI) and next generation cyber security tools, combined with 24/7 monitoring by iomart experts, identify and protect you from all the threats you face.

For further details on Security, see [Appendix A.](#)

2.3 Functionality

Workpro Complaints comes pre-configured with a number of features ready to use "out of the box". These standard tools deliver proven, good practice complaint management processes and are designed to get you up and running quickly.

Workpro is also extremely flexible, customisable and scalable. [Optional Modules*](#) and [Additional Services*](#) can be purchased with your system, or added at a later date. **Please click on links for more information.*

2.3.1 Configurable Workflow

Workpro comes with a pre-built Complaints case type, with a best practice three stage process (Frontline, Investigation, Review), adjustable targets, and a starter set of templates and reports.

- FOI and DPA (Data Protection Act) case types also included as standard. These include GDPR compliance, EIR (Environmental Information Regulation) and SAR (Subject Access Request) sub-types.
- The standard workflows can be adjusted or added to, if required, to reflect your policies and processes - see [User Administration Tools](#) and [Configuration Services](#).

2.3.2 Multi-channel Case Capture

Cases and enquiries can come from a variety of sources: phone, letter, email, [webform](#), [social media](#) etc.

- A unique case record is created for every case received, with case type selected at case creation.
- Multiple contact types can be stored in the case record and details can be quickly selected from core admin records.

- Context sensitive, easy to use forms and lookup lists minimise keying and avoid duplication of effort.
- Workpro has a responsive design and can be accessed by mobile devices, e.g. tablets.

2.3.3 Document Management

Workpro has an integrated document management system. All documentation is stored within the case record - searchable, secure and backed up.

- Each case record contains a document summary of all incoming and outgoing documentation, all clearly visible and easily accessible from a single view.
- All electronic document types are supported, including Word, Excel and other MS Office documents, scanned items, images, PDFs etc.
- Emails can be sent and received within Workpro, stored against the case record.
- A Quick Notes function allows users to record status updates or other notes.
- Multiple documents can be uploaded to a case at one time.
- Multiple case documents can be combined into a single multipage PDF for sharing.
- An optional full feature, integrated [PDF editing and redaction module](#) is available.

2.3.4 Alerts, Reminders and Alarms

Highly visible prompts, validation rules and threshold alerts guide staff, ensuring timescales and processes are adhered to.

- Highly visual alerts to tasks and deadlines ensure due process is followed.
- Red/Amber/Green traffic lights highlight priorities and approaching deadlines.
- User Notification section at the top of the Workpro screen gives users a constant visual indicator of incoming emails and task status.
- Auto-generated messages can be sent by email to alert staff and prompt action.
- Validation rules define mandatory or advisory information that needs to be entered before a case can be closed or progressed.
- Notifications can be added to any case, for example to make staff aware that a client is hard of hearing, or visually impaired so needing Braille documents.

2.3.5 Auto Populated Templates

Workpro is deployed with a set of standard email and document templates. Templates can be added and amended as required by users with appropriate permissions.

- Correspondence is automatically populated with case data, e.g. name, address, case reference number, using simple merge fields.
- Seamless integration with Microsoft Word (for letters) and Exchange (for emails) gives users full editing capabilities, so correspondence can be personalised.

2.3.6 Case and Task Ownership

A named person is allocated for every case to promote accountability and ownership.

- Authorised individuals can re-assign cases and tasks as required, e.g. staff absence.
- Tasks are automatically generated at key workflow stages, e.g. acknowledgements.
- Manual tasks can also be set at any stage in the case workflow.
- Tasks have target dates and (optional) reminder dates.

2.3.7 Real-Time Performance Monitoring

Monitoring can be done by individual case, staff member, team caseload or across the whole organisation. Staff can see exactly what stage any case is at, at a glance.

- Dashboards and real-time case and task views track performance.
- Users are able to see their own individual cases and tasks, and those of their team.
- Managers can view the status of all cases at individual, team or organisational level.
- Drill-down facilities allow you to investigate the data further.

2.3.8 Reporting and Analysis

All data and documents in the system can be interrogated to produce reports. Everything is available for analysis. Reports can be automatically scheduled or created on demand.

- A library of common reports is supplied with the standard system. This library can be built up over time.
- The SQL Report Writer within Workpro is a powerful tool, and users can create their own ad-hoc reports at any time.
- All reports can be exported to other applications and formats, e.g. Excel, Word, PDF.
- Categorisation fields (e.g. complaint type, organisation, outcomes) are supported by look up lists that you can maintain.

2.3.9 Quick and Advanced Search

Workpro accumulates a wealth of information, forming a flexible and comprehensive database. The data in Workpro can be queried in any way you want.

- Quick Search facility available on every page.
- Hyperlinks take you straight to the relevant case, task or document.
- Advanced Search allows users to tailor their search and store queries for future use.
- Cases can be 'related' or 'linked' together, for combined processing or to highlight possible trends, clusters or repeat issues.
- Cases can be marked as Precedent or Landmark cases to improve the consistency of decisions. Lessons learned can be shared with the team.

2.3.10 Access and Audit

Workpro is extremely configurable in setting user security roles and controlling who has access to cases and data.

- Every user has their own user name and password and user roles determine what they can access. User roles include Editor, Reader and Administrator.
- Your nominated system administrators control access to areas of the system, determining individual user permissions – right down to case level.
- Security Groups can be used to control access to specific data / workflow sections.
- Every detail and action on a case is recorded in the Case History. This full audit trail shows exactly what has been done, by whom, when.
- You can choose to add SSO (Single Sign On) and 2FA (Two Factor Authentication) to your system.

[More information on Workpro Security](#)

2.3.11 User Administration Tools

Many elements of the system can be maintained by your own authorised “super users” (System Administrators). We provide System Administrator training in how to maintain look up lists, fields, targets, templates, user permissions etc. All can be easily amended to suit your policies and terminology as required.

See [Training](#) for more information.

2.3.12 Data Protection

Workpro is designed to be compliant with the Data Protection Act and includes appropriate data validation and file management tools.

- For GDPR compliance, workflow validation includes checks on personal data.
- File management utility ensures data, files and documents are not retained longer than their required purpose dictates.
- Personal case data can be anonymised and later deleted as required.
- Administrators control the schedule and which documents and cases are targeted.

See also [Access and Audit](#).

2.4 Optional Modules

You can choose to add a number of optional features to your Workpro system, including:

2.4.1 Workpro Webform

A simple one-page interface for easy logging of cases by external parties or frontline staff.

- Shows same categorisations and lookup data used by Workpro.

- Submitting the form creates a case in Workpro with case details auto-populated.
- APIs can also be used to embed the form in your website – see [Integration Services](#).

2.4.2 Workpro PDF Editor

A full feature, integrated PDF editing and redaction module for Workpro software:

- Edit and save documents without leaving Workpro
- Search for and highlight text to mark for redaction
- Add, change and remove text, images and pages
- Add comments and sticky notes
- Copy/paste from PDF.

2.4.3 Social Media Module

Adds the ability to scan Twitter for relevant mentions and easily create a case.

- Monitors Twitter to capture comments etc., with priority and risk alerts.
- Easy Case Creation with all details automatically transferred to the case record.

2.5 System Requirements

Much of Workpro's functionality is accessed from a web browser. Workpro supports the following:

- Microsoft Edge; Google Chrome

Workpro also supports the creation of Microsoft Word documents, which can be edited and saved directly back into Workpro using the following:

- Microsoft Office 2010 (32-bit version) or newer

You may also require a PDF viewer tool. Any application capable of reading PDF documents can be supported (Adobe Acrobat / Microsoft Edge / Google Chrome).

We offer an optional [Workpro PDF editor](#) module which allows you to save changes to PDF documents directly back to Workpro.

3 SECTION TWO - G-CLOUD ALIGNMENT

3.1 How to Buy our Services

Workpro Complaints management system is listed under Lot 2 (Cloud Software) of the G Cloud 13 framework: [Service ID 216651603566189](#)

Please note our additional [Supplier Terms and Conditions](#) which are published under the above service listing.

On receipt of your order, we will issue a “Getting Started with Workpro” document which details all key project contacts, the service you have purchased and next steps.

3.2 Service Pricing

We endeavour to be transparent in our pricing and to provide our service in the most cost effective way possible.

- **Annual Running Costs** - include Licencing, Hosting and Support, plus any [Optional Modules](#) you may choose.
- **Deployment Costs** - these one-off costs include initial setup of your own Workpro instance, training and any [Optional Services](#) you may (or may not) require.

Please refer to our pricing document and SFIA Rate Card published under our service listing: [Service ID 216651603566189](#)

3.3 On-Boarding Process

Our standard Workpro product is designed to be used ‘off-the-shelf’, with default settings that are quickly adjusted to make the system your own. From targets and fields, to lookup lists and templates, Workpro can be fine-tuned to match your processes and policies.

The Workpro Implementation Team is very experienced – we have been delivering and supporting case management solutions for nearly 20 years. Our aim is to make onboarding as smooth as possible for you and our Chief Projects Officer will oversee the entire project from start to finish.

Our tried and tested 4-step deployment process includes:

1. Set up

A kick-off meeting to review project scope and agree implementation plan. We set up your Workpro instance in our hosted environment, using the standard product configuration with your chosen security and email settings.

2. Consult

In one or more workshops we walk you through Workpro, discuss your processes and map them to Workpro. We conduct system administrator [training](#), including how to manage users and documents, lookup values etc. to suit your business.

3. Configure (optional step)

In this optional step, we develop and test any non-standard functionality as agreed, including configuration, integration or migration services. Building on the standard product platform ensures we can do this efficiently and cost-effectively. Quotes will be provided and timelines agreed prior to this work commencing. See [Optional Services](#).

4. Deploy

We conduct user training, release your live Workpro system for operational use and move you to our standard [support and maintenance service](#). Finally we conduct reports training – using real data from your new system optimises results.

See [Training](#) for more information.

3.4 Optional Services

The following section describes additional services we can provide to enhance your system. We would be happy to discuss what would be most suitable for you and the associated costs at any time.

Please refer to our pricing document and SFIA Rate Card published under our service listing: [Service ID 216651603566189](#)

3.4.1 Configuration Services

Workpro offers the best of both worlds. Standard tools for a rapid start, plus complete flexibility if you need a more tailored approach.

The Workpro Implementation Team will work with you to ensure your system reflects any unique organisational requirements. We always aim to work as closely to the standard product as possible so that customisation can be achieved quickly and cost-effectively.

Configuration services include:

- Changes to [standard case types](#), e.g. workflows, menus, dashboards.
- Creation of additional case types, plus associated reporting datasets.
- Creation of bespoke reports to augment the [standard reporting capabilities](#).

3.4.2 Integration Services

Workpro can be integrated with other client systems, for example, payroll, CRM, scanning systems, telephony systems and SMS text messaging.

- Import Administration data automatically from other systems, ensuring lookup list data is in sync with your primary data source.
- APIs allow easy integration with other client systems.

3.4.3 Migration Services

- Data migration – import existing case data into Workpro using agreed format (usually .csv file). We provide a template you can use to extract data from the original system.

- Document import – we can work with you to import existing case documents into Workpro. Please note that documents must be in an appropriate, structured folder format.

3.4.4 Training and User Help

Training is delivered online in manageable modules for System Administrators, Users and Report Writers. We can also offer Train the Trainer.

Sessions are recorded so that users can refer back to them, notes are provided, as well as exercises to help users consolidate their learning.

A Workpro User Guide is also supplied with the system, accessible by an on-screen help link.

We conduct Administrator training first so that we can make any changes to lists and add some document templates before having the User training, which can then include real list values and templates. Reports training is conducted after go-live so that you have some data in the system and some context to any reports you may build during the course.

System Administrators training is in groups of up to 4 over two, 2-hour sessions and covers for example:

- Core record management including automated tasks
- Case permissions, case unlocking and user management (access and roles)
- Dashboard and report management
- Templates, document folders and file management
- Form and list management
- Accessing Workpro support online and through the Helpdesk.

User training is in groups of up to 8 over three, 2-hour sessions and covers for example:

- Overviews and monitoring caseload
- Process, workflow, tasks and alerts
- All document actions
- All case actions, including adding participants, linking cases, closing and re-opening.
- Search.

Report Writer training is in groups of up to 4 over two, 2-hour sessions and covers report administration, development, creation and subscriptions.

3.5 Support and Maintenance

CAS operates an ITIL compliant support operation comprising of manned help desk with backup technical resource as required.

- 24/7/365 online support portal, for logging and monitoring issues, requests and billing

- Support is also available by email or telephone through our helpdesk
- Remote support can be carried out via dedicated link if required.
- Workpro is an evolving product and one system upgrade is available per year.
- Standard Workpro application support hours are Mon-Fri 9-5, excluding the Christmas and New Year period. Out of hours cover is available – this is charged at 1.5 times our standard rate. Please refer to our SFIA Rate Card.

Response Times

Priority	Fault Level Description	Target
1	System non-operational and affects the majority of (>50%) users	Respond < 1 hr, Resolve < 4 hrs Mon-Fri
2	System non-operational and only affects a minority (<50%) of users	Respond < 4 hrs, Resolve < 8 hrs Mon-Fri
3	Identifiable fault but system still operational, minor faults and advice	Respond < 4 hrs Resolve – next planned release
4	Cosmetic issues which do not affect the operation of the system	Respond < 8 hrs Resolve – next planned release
5	System enhancements, new and additional features	Respond < 8 hrs, Resolve – resolution according to negotiation

3.6 Offboarding Process

If a client wishes to leave before the official end of the G Cloud contract, we require three months' notice of termination in writing (on letterheaded paper, by email or post). An exit plan will be agreed including data extract arrangements.

Data and document extraction is included in the price of the contract:

- We would provide client data in the form of a spreadsheet when the contract ends. We would also transfer any stored documents to a client drive.
- Provision of data extracts in other formats would be chargeable according to our standard daily rate of £990.
- After contract termination, we will take the client system down and delete all client data. This will happen within a week from the client notifying us that they have extracted their data as required. We can selectively remove customer specific data sets at any point.

4 SECTION THREE – WHY WORKPRO?

4.1 Why Choose Us?

Workpro is developed by Computer Application Services Ltd (CAS). We specialise in case management systems for complaints handling, employee relations, information requests (FOI, GDPR, SAR, EIR) and other regulatory casework. [Read our story here.](#)

We supply our trusted Workpro software to public and private sector organisations throughout the UK and overseas. Product development is ongoing, and we actively seek user input to the product roadmap.

Examples of Workpro UK public sector clients include:

- BEIS Employment Agency Standards Inspectorate
- Financial Reporting Council
- Housing Ombudsman Service
- Inverclyde Council
- Public Services Ombudsman offices in England, Scotland, Wales and Northern Ireland
- Sport England.

4.2 Why Choose our Service?

Workpro is designed to give you a world-class system that is right for you without the cost (or time) of a bespoke system. It can be used ‘off-the-shelf’, with default settings that are quickly adjusted to [make the system your own](#). It is also highly [customisable](#) should you need it now or in the future.

Workpro is a flexible system which reflects the complex reality of complaints management, especially in regulated sectors. The user interface is clear and easy to use, guiding staff through the correct procedure, but without imposing unnecessary constraints to allow professional caseworker’s the ability to apply their experience where applicable.

"Workpro empowers us to do the things we need to do as an organisation and as individuals. It mirrors our approach to casework. You are free to use your own initiative, while keeping to the things that have to be done. It's so flexible but we can really funnel use of the system through validation and field labels. Workpro allows us to be as consistent and directive as we want to be."

Chris Harrison, Housing Ombudsman Service

4.3 About Us

We are an employee-owned technology company based in Edinburgh, Scotland. The company has been developing software since 1969 and we became employee owned in 2014. A growing company, we are proud of our heritage while looking forward to the future. [Read our story here.](#)

As an employee owned company, every team member takes a personal interest in the delivery and successful implementation of your solution. Friendly, professional and approachable, our aim is that your solution is exactly what you really need.

We endeavour to be a good corporate citizen, employer and supply partner:

- Regular VIP Awards (**V**alues **I**n **P**ractice) recognise commitment to our company values. These are peer group awards, recognition *of* team members *by* the team.
- Support for local schools, providing IT equipment and work experience as needed.
- Charitable donations throughout the year to employee nominated causes– recent examples include Samaritans and Challenge Ministries Swaziland.
- Support for STEM (Science, Technology, Engineering and Maths) initiatives, particularly to encourage women into our industry.
- We operate an employee volunteering scheme, through [Social Good Connect](#), making 2 hours per week/1 day per month available during work time to help their choice of charity. Example charities include Sepsis Research, Dignity Boxes and a local Youth Club.
- ISO14001 Environmental Management accreditation and membership of the Bright Green Business Network keeps us up to date with the latest environmental initiatives. We are, for example, working with our hosting provider iomart Group on reducing our hosting footprint which we identified as our biggest area of environmental impact.
- We have a long-standing Equality Policy and taking its natural course recruitment has seen a broad base of nationalities, backgrounds and interests represented in CAS.

5 APPENDIX A – G CLOUD SECURITY PRINCIPLES

The following gives an overview of how our Workpro service complies with G Cloud Security principles. More detail is available on request – [Contact Us](#)

Principle	Workpro compliance
1. Data in transit protection	Data in transit is encrypted using https / SSL encryption with TLS 1.2 to completely encrypt case and document data, database logs and backups.
2. Asset protection and resilience	<p>UK based data centres, designed to be robust and resilient to most foreseeable risks.</p> <ul style="list-style-type: none"> • Full redundancy across all hosting components. • 24 x 7 x 365 manned security & monitoring systems • Standby Disaster Recovery (DR) environment • Your service includes overnight backups, 3-day rolling retention period and hourly transaction logs. • Adding an additional safety net, encrypted data backups are securely stored off site to a UK based Microsoft Azure environment. • All retired storage media is wiped to DOD standards where appropriate or alternatively physically destroyed. • Annual penetration testing carried out.
3. Separation between consumers	<p>Workpro cloud hosted systems use a common hardware platform, but each Workpro application is customer specific and uses a pair of SQL Server databases for data storage.</p> <ul style="list-style-type: none"> • All processing is done in your own application instance. • All services and entry points require authentication. • Your Data is encrypted with a key that is unique to you. • Each staff member has an individual login on to the system • Group membership and selective security controls access.
4. Governance framework	<p>Both CAS and our hosting partner iomart Group plc:</p> <ul style="list-style-type: none"> • Are ISO 270001 accredited, with fully documented policies for our ISMS (Information Security Management System). • Are Cyber Essentials accredited. • Are registered with the ICO to handle personal data in the performance of our businesses in accordance with the UK Data Protection legislation. <p>Data is protected by access controls and data access is only permitted to authenticated users. Access to individual cases, case documents and other data is protected by role-based security controls.</p>

	<p>You remain the Data Controller at all times. CAS acts as a Data Processor only under your instruction. We would only look at your system under an authorised service request ticket.</p>
5. Operational security	<p>All Workpro hosted systems benefit from iomart's fully Managed Security Service (iMMS). iMMS uses artificial intelligence (AI) and next generation cyber security tools, combined with 24/7 monitoring by iomart experts, to identify and protect you from all the threats you face.</p> <p>Workpro Cloud Hosting includes:</p> <ul style="list-style-type: none"> • Encryption of Data in Transit and at Rest • Abnormal Access Prevention • Intrusion Detection and Prevention • Malware and Ransomware Protection • Vulnerability Scanning • Distributed Denial of Service Mitigation (DDoS) • Data Loss Prevention (DLP) • Application Defence • Penetration testing • Accredited change management procedures • Regular software patching and hardware maintenance. <p>CAS has a documented incident reporting process that includes action steps to handle critical incidents.</p>
6. Personnel security	<p>All staff are subject to formal identification and employment checks, including requirements for Baseline Personnel Security Standard.</p> <p>The CAS Company Handbook includes published policies regarding data security and breaches, individual responsibilities, and the disciplinary process.</p> <p>Both CAS and our hosting partner iomart operate within our formal security and quality management accreditations: ISO 27001 and ISO 9001</p>
7. Secure development	<p>We use an agile development approach based on the Microsoft Secure Development Lifecycle. We conduct annual reviews against the OWASP Top 10 and address any findings or proposed improvements.</p> <ul style="list-style-type: none"> • Penetration testing of Workpro on an annual cycle • Data is protected by access controls, authenticated users only. • Development leads conduct technical reviews of specifications and application designs. • Code changes are subject to review to identify security and other issues.

8. Supply chain security	Our hosting provider iomart does not process, store or transmit any personal identifiable information (PII) on behalf of clients. iomart's accredited controls and service measures relate to hosting-side management and monitoring covering organisational controls, physical controls, and platform controls. These include data centre policies, firewall policies, intrusion detection, encryption, vulnerability assessment, SIEM, and so on.
9. Secure consumer management	<p>User Admin Tools enable nominated system administrators to control access to areas of the system, determining individual user permissions – right down to case level. You may wish to restrict access to a particularly sensitive case, or only allow a manager to view his own team's cases. Permissions can also be copied from another user to save time.</p> <p>All accounts are managed within a secured Windows domain, in a single group to which only the system administrators have access.</p>
10. Identity and authentication	<p>Workpro is a web browser based product, accessible from any web enabled device, subject to security/access permissions. Data is protected by access controls and data access is only permitted to authenticated users.</p> <p>Workpro supports Single Sign On authentication methods, including Azure AD, Shibboleth, ADFS and Okta, many of which can provide MFA (Multi-Factor Authentication). It also supports app-based 2FA (Two Factor Authentication), for example with Google Authenticator.</p>
11. External interface protection	<p>Both CAS and our hosting partner iomart have well-established ISO27001 certifications, showing that procedures and processes exist to manage risks, including security incidents and breaches. We conduct regular risk assessments as part of our continual improvement.</p> <p>All Workpro hosted systems benefit from iomart's fully Managed Security Service (iMMS). iMMS uses artificial intelligence (AI) and next generation cyber security tools, combined with 24/7 monitoring by iomart experts, to identify and protect you from all the threats you face.</p> <p>Workpro Cloud Hosting includes:</p> <ul style="list-style-type: none"> • Cisco Firewalls • Restricted access to Workpro via VPN (private cloud only) • Encryption of Data in Transit and at Rest • Abnormal Access Prevention • Intrusion Detection and Prevention • Malware and Ransomware Protection • Vulnerability Scanning • Distributed Denial of Service Mitigation (DDoS) • Data Loss Prevention (DLP)

	<ul style="list-style-type: none"> • Application Defence
12. Secure service administration	<p>Workpro is designed to be compliant with the Data Protection Act and GDPR, and implements appropriate data archiving and extensive security controls. See GDPR compliance, User Admin Tools and Access and Audit.</p> <p>All Workpro hosted systems benefit from iomart's fully Managed Security Service (iMMS). iMMS uses artificial intelligence (AI) and next generation cyber security tools, combined with 24/7 monitoring by UK Security Cleared experts, vetted to NPPV level 3, to identify and protect you from all the threats you face.</p> <p>All administrative and maintenance functions require VPN access, only available from a controlled list of locations, and granted by individual credentials. Separate credentials are then required for individuals to access admin functions within target systems. Role-based access ensures that individuals have the appropriate level of access.</p>
13. Audit information provision to consumers	<p>All case activities are recorded in the case history record of each case. System logs also record activities like authentication attempts and errors.</p>
14. Secure use of the service by the consumer	<p>Please see our Acceptable Use Policy for Workpro software, published on our website.</p>