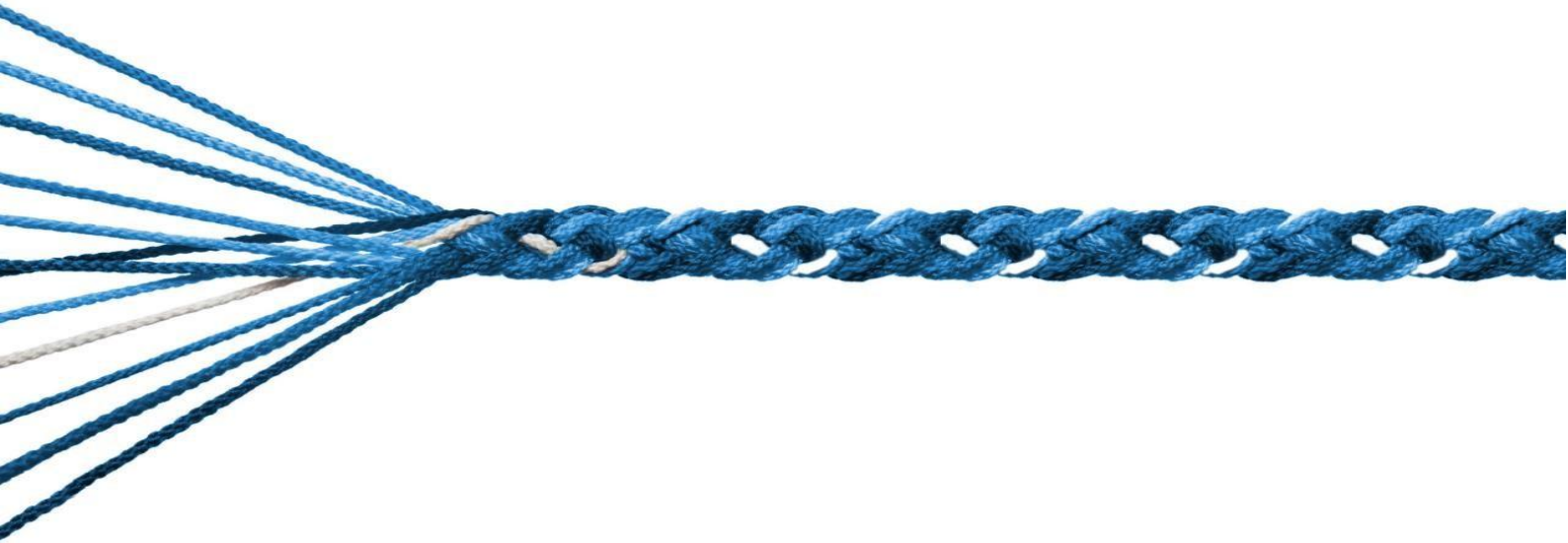




Service Definition - Idox Cloud Built Environment

May 2024

Commercial in confidence

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Introduction

Service description – software built on insight

Idox has been working with local government for over 30 years, building an exceptional level of knowledge and experience. Today, we draw on that expertise to deliver smart, responsive cloud-based software solutions that will help you succeed and bring a better experience to your community.

Our local government software applications underpin the secure and efficient management of the entire regulatory services remit, including building control, planning, environmental health, trading standards, licensing and public sector housing processes.

Leading the way in innovation, our Idox Cloud solution represents the pioneering era of entirely cloud-based case management platforms delivered through Software as a Service (SaaS). By eliminating the need for local authorities to manage infrastructure and resources for hosting and maintenance, Idox Cloud stands as a self-contained, wholly owned, and developed platform, free from dependence on third-party licenses. This ensures customers have transparency and predictability of cost throughout the contract.

Customers are at the heart of everything we do. Idox Cloud is developed, delivered, and supported by teams with first-hand experience in local government, who collaborate with UK local authorities, statutory bodies and partner organisations to create solutions that address their unique challenges head-on. It streamlines processes, accelerates processing times, enhances revenue focus, and ultimately boosts public satisfaction with the services provided by local authorities.

Idox Cloud isn't just about modernising - it's about mobilising your workforce. With native mobile capability and device flexibility, this agile solution empowers council officers to work seamlessly from anywhere, at any time. By leveraging intelligent automation, it revolutionises accuracy, productivity, and customer engagement, simplifying applications and inspections, unlocking valuable data insights, and significantly reducing administrative burden.





Idox Cloud Built Environment

Idox Cloud Built Environment is the leading built environment software in the UK, expertly crafted in partnership with local authorities. It is tailored to encompass all necessary functionalities across various domains, including planning applications, conditioning monitoring, planning enforcement, planning appeals, building control, land charges, local land gazetteer, and tree applications processes.

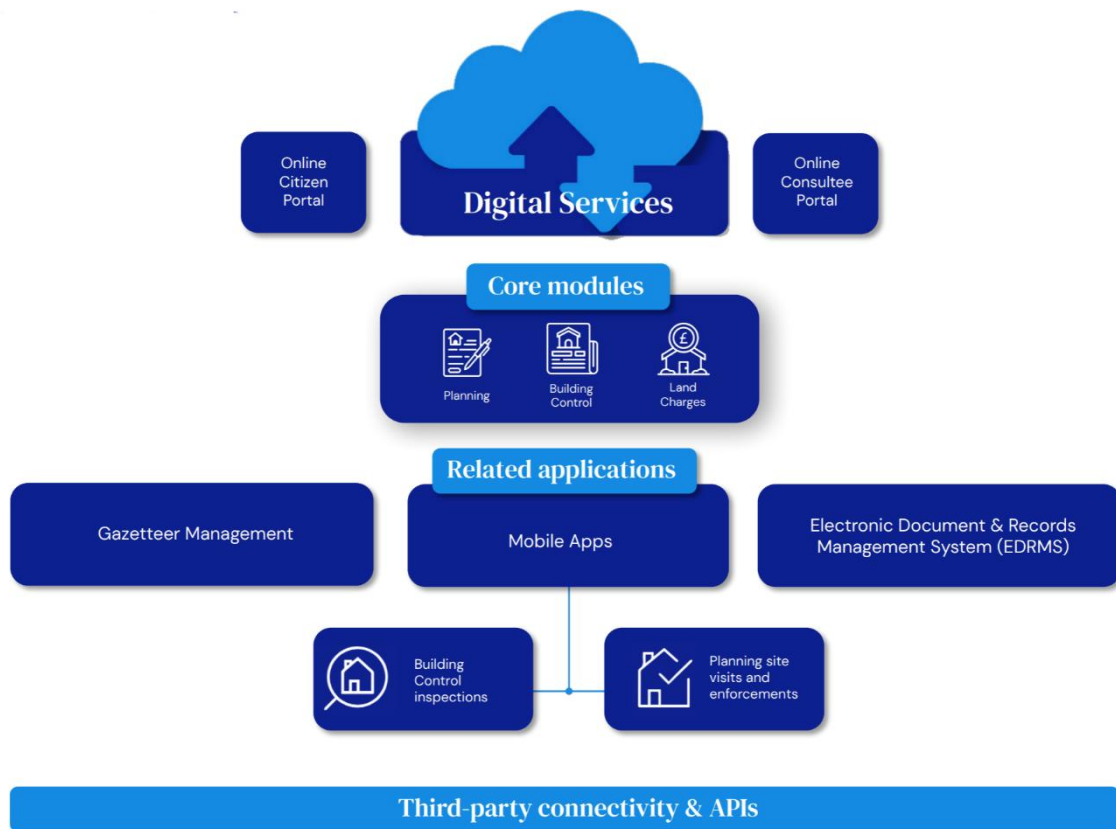
What truly distinguishes Idox Cloud Built Environment from its predecessors is the unparalleled digital experience it provides. This solution not only fulfils regulatory requirements to ensure local authorities' compliance with existing and evolving legislation but also enhances efficiency through online processing, intelligent workflows, customer self-service features, and true mobile capability. The outcome is a revolutionary shift in operational methods for councils, citizens, and businesses alike, resulting in decreased workloads, improved officer efficiency, and ultimately, reduced processing times that leave citizens satisfied with the services they receive.

"The system will help our Council reduce the burden of administrative tasks, reduce the use of paper, promote smarter working methods, drastically improve communications with customers, whilst enabling us to provide modern and flexible services to our customers."

Liverpool City Council

The Idox Cloud Built Environment solution

The Idox Cloud Built Environment solution is a suite of modules for Planning, Building Control and Land Charges which can be purchased separately, or as a complete solution.



Module specific functionality – Planning

Our Idox Cloud Built Environment Solution's Planning module is purpose-built to meet the demands of modern Planning and Development Management departments. It offers a user-friendly interface tailored to the needs of busy professionals, serving as an informative and customisable dashboard for daily tasks. With consistent tools and views for managers and administrative staff, the system streamlines planning processes while extending to cover essential areas beyond the core functions. Highlights from our Planning solution include:

- Core planning suite of applications (all types), pre-applications, enforcement and appeals.
- Receipt and payment of application and relevant documentation.
- Ability to receive and process applications from the National Planning Portal including the receipt of payment, automatic upload of the application to the back-office system with any associated documentation.
- Validation of application submissions.
- Fee schedules.
- CIL calculator.
- Committee agenda scheduling and collation.
- Statutory reporting and performance indicators.
- Generate reports for public registers as required.

- Site visit assessment, plus time/mileage recording.
- Public and statutory consultation – including monitoring of application process by the public, consultees and interested parties.
- Online and spatial consultation, including spatial analysis of constraints and considerations.
- Conditions, reasons, policies and informatives.
- Assessment, officer report writing and officer recommendation.
- Recording of delegated officer sign-off and committee decisions.
- Application and enforcement appeals.
- The facility to report on, receipt or request outstanding monies.
- Detailed and flexible search facility, with ability to save parameters for repeat use, along with sharing these with other colleagues.
- Ability to batch email correspondence.
- Ability to import received emails into an application or other record automatically.
- GOV Notify (bulk printing/mailing integration)
- Ability to attach photographs with a simple automated date, time, location and number reference, plus other metadata.
- Integration with Exacom.
- London Development Database (now Planning London Database) integration.

In the Planning module, users wield powerful control over the future management of a flexible yet comprehensive design, capable of adapting to evolving business rules, legislation, and other enhancements. Additionally, the Planning module provides supplementary sub-modules for addressing non-application appeals and enforcement areas, encompassing:

- Listed buildings.
- Tree Preservation Orders (TPOs).
- Conservation.
- Permitted development rights removal.
- Legal agreements/obligations.
- Site Monitoring elements

Module specific functionality – Building Control

Our Building Control product has been created in collaboration with UK local authorities and key industry stakeholders, enabling the end-to-end management of the entire building control process. Highlights from our Building Control solution include:

- Application management (including building notices, full plans, initial notices, regularisations and reversion applications).
- Ability to receive and process applications from The Planning Portal (England & Wales) including the receipt of payment, automatic upload of the application to the back-office system with any associated documentation.
- Site inspections.
- Enforcements management.
- Complaints management.

- Contraventions reporting and investigating.
- Statutory reporting and performance indicators.
- Ability to generate reports for public registers as required.
- Plan checking/assessment.
- Invoicing and elements of credit control.
- Time recording and reporting.
- Processing of Competent Persons Scheme applications.
- Processing of works carried out by Approved Inspectors.
- Unauthorised work, dangerous structures and demolitions including the handling of notifications, site inspections and production of notice documentation.
- Ability to create and manage miscellaneous Building Control enquiries such as fee requests.
- Ability to fully integrate textual and spatial data.
- Recording of enquiries unconnected to a current application.
- Ability to record warning notes such as contraventions, outstanding fees, etc.
- Ability to review building control history of property identifying previous work carried out.
- Batch inspection facility for multi-plot sites enabling the creation and updating of site inspection records.
- The facility to report / notify on commencement of works outstanding monies.
- Intuitive search facility.
- Ability to email correspondence using several different letterheads.
- Ability to import received emails into an application.
- MS Outlook events creation (external diary integration).
- Ability to create internal property addresses where an UPRN is not available to maintain workflows and deadlines.
- Ability to attach and arrange photographs with date, time, location and number reference.

Module specific functionality - Land Charges

Developed in collaboration with local authority professionals, our Land Charges solution is designed to seamlessly handle the full spectrum of obligations carried out by local authorities in relation to Local Land Charges. It encompasses the capacity to gather and store data for the Local Land Charges Register and execute Land Charge searches efficiently. Key functionalities include recording search information, analysing and processing responses, status monitoring, production of key documentation, and comprehensive decision-making capabilities.

Idox Cloud Land Charges can cater for searches using any combination of the following:

- CON29R Standard Search
- CON29O Optional Search questions
- LLC1 Register Search
- Personal search.

Moreover, our solution offers the flexibility when it comes to intelligent data gathering for responses, the system enables connections to other Idox Cloud modules (such as Planning) along with the ability to interrogate Web Feature Services (WFS). This eliminates the necessity for constructing custom integrations or manual procedures to address queries. Consequently, there is no requirement for cross-departmental case management within the local authority, as the existing integration provides visibility over the necessary data. The Land Charges module seamlessly accesses the required data, automatically populating CON29 and LLC1 responses to produce a more comprehensive set of results for review and approval.

Our Land Charges solution is fully automated with the National Land Information Service (NLIS) at NLIS Level 3 for the exchange of land charge searches requests and results

The Land Charges Register solution is capable of holding any registrable data required by legislation, including any associated GIS features. The solution meets the specific data format used by His Majesty's Land Registry (HMLR) and is fully integrated using the approved processes for both Data Extraction and Import and Live LLC API Integration.

Idox Cloud Built Environment core features

Core features of the Idox Cloud Built Environment are highlighted below:

- Address database linked to corporate LLPG.
- Contacts database.
- Integrated GIS and map layers including spatial intelligence/analysis.
- Record task notifications.
- Automated document production, indexing and storage.
- Workload management.
- Suite of RESTful Application Programming Interfaces (APIs)
- Remote and mobile working, online and offline.
- KPI dashboards.
- Inspection, site visits scheduling/completion.
- Integrated Online Portal.
- Selection of in-built reports and statutory returns.
- Reporting API and other typical import/export integrations.
- Data/integrations management.
- Detailed and flexible searching in system modules.
- Fees and payments management.
- Intelligent workflows.
- Caseload management dashboards.
- Integrated document templates.
- Standard phrases.
- Communication merge codes.
- System and user administration.

Optional additional functionality

- Online Portal with optional Single Sign-On (SSO)
- Role based mobile applications (apps)
- iManage Cloud Gazetteer Management Solution (GMS)
- Reporting data replication service (third party reporting access)

The benefits of Idox Cloud Built Environment

Return on investment

The Idox Cloud solution enables UK local authorities to “do more”, particularly during times of growing budget constraints. By offering web-based access, support for mobile work, and advanced automation features, it simplifies processes and workflows, eliminating the need for manual data entry and cumbersome paper-based tasks. This allows your officers to focus on generating revenue and providing top-quality services to the public.

STG's digital transformation with the Idox Cloud solution has resulted in the following return on investment:

- 79% savings in administration time
- 39% saving on the management of incoming emails
- 25% increase in productivity
- 50% reduction in accommodation
- Elimination of paper-based processes (in progress)

South Thames Gateway (STG) Building Control

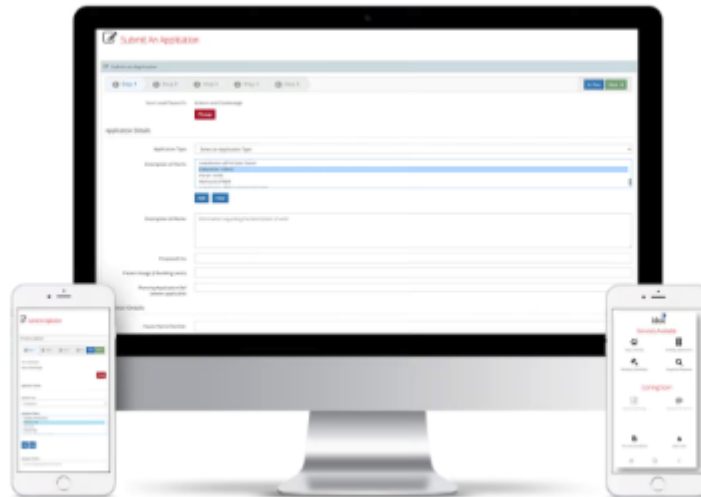
Idox. Do more.



24/7 digital services

A fully integrated Online Portal is available designed to facilitate seamless interaction between citizens, business owners, and their respective councils concerning services. Through this portal, public users can easily register for an account, thereafter, storing all their online submissions within their profile. Each submission, along with any accompanying documentation, is efficiently routed directly into the back-office system for review by the relevant team. The Online Portal empowers local authorities to transition to digital service delivery by offering:

- Capability to receive building control applications, including building notices, full plans, initial notices, regularisations and reversion applications.
- Online functionality for inspection requests.
- Capability to receive planning pre-applications and enforcement complaints.
- Registers for viewing and searching planning and building control data, including specific registers for Appeals and Enforcement formal Notice actions.



Our Online Portal provides access to digital services 24/7.

Moreover, the Online Portal offers customisation options, allowing it to be tailored to the visual identity of the respective local authority. This includes incorporating logos, colours, and other branding elements.

"The integrated online services portal will enable us to digitally transform the way we offer our services; reducing the administrative burden, reducing reliance on paper and most importantly, enabling us to deliver a better and more flexible service to our customers through greater access to the information that they need."

Wokingham Borough Council

Mobile working

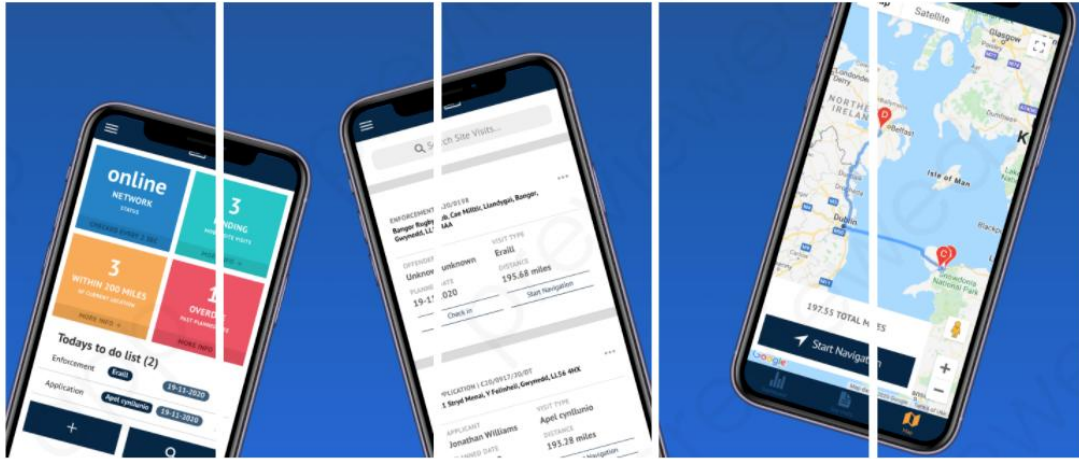
Idox Cloud works on any device with a modern web browser. It supports all mainstream browsers like Microsoft Edge, Chrome, Firefox, and Safari, and functions across platforms like Windows, Mac OS, iOS, and Android.

Officers have full access to real-time data in the field, allowing them to search, view records, organise work, and update cases seamlessly integrated with the back office. This boosts accuracy, saves time, improves responsiveness, and enhances customer satisfaction.

"It is fully web-based and that gives our officers incredible flexibility to operate remotely on site and while they are out and about."

East Hampshire District Council

We also offer dedicated, role-specific mobile apps further enhancing mobile working capabilities. These apps cater to specific tasks and role-based information needed by officers while away from the office. They include features like site inspection/visit viewing and updating, file/document uploading (e.g. site photographs), route finding, and navigation plus on-the-go correspondence in certain cases. Idox Mobile Apps synchronise both manually and automatically with the parent back-office product at the appropriate intervals, to keep records updated with the minimum of user interaction.



Our role-based mobile apps offer role-based targeted functionality, even in areas without mobile connectivity.

Embedded document management

The embedded document management system enables users to manage documents from within the solution. All popular file formats are supported, including pdf, txt, doc, photo imagery, audio and video files. Documents submitted with applications will be automatically saved into the back-office solution and associated with the relevant record, while documentation generated throughout each process by the system itself (e.g. legal documentation, letters, emails etc.) are also captured for a full audit trail. The solution also provides the capability to produce standard document templates and emails as required.

Integrated GIS capability

Idox Cloud comes complete with an embedded GIS mapping tool. The GIS mapping tool is available directly within the solution and enables users to quickly search and view the location of a record, plot the application/individual plot spatial boundaries on an Ordnance Survey map base as well as viewing a range of other spatial layers (both those of other system records, plus external data feeds useful in context).

Integration tools

Our solution incorporates a suite of RESTful Application Programming Interfaces (APIs) which are flexible and can be used to facilitate the integrations our customers require such as those involving third-party provider systems and other government departments, partners organisations, and statutory bodies they report to.

Our APIs are commonly used by our customers to integrate with corporate finance systems, CRMs, third-party online payment providers, the National (Planning & Building Control) Planning Portal, HMLR, NLIS amongst others.

Address management

Idox Cloud features an embedded Locations module that adheres to BS7666 standards for address formatting. It maintains a link with the authorities' Local Land and Property Gazetteer (LLPG) through an embedded DTF loader. This loader automatically processes CoU files as they're provided by the corporate Geographic Management System (GMS), ensuring a consistently updated address gazetteer within the Idox solution. For enhanced address management experience, we recommend the use of our iManage Gazetteer Management Solution (GMS), which is also available via G-Cloud.

Reporting and data insights

Idox Cloud makes reporting simple and intuitive, with virtually no limits on data interrogation possibilities. Various reporting tools are available across each module, including standard and statutory returns, search reports, and complex ad-hoc reports through the integrated Report Builder for Planning and Building Control data.

Together these reporting tools remove the need for our customers to invest in additional third-party reporting solutions or attempt to navigate complex and resource heavy tools. However, should customers wish to access data externally, this can be achieved via our Reporting Data Replication service.



Idox. Do more.

“

We are excited to be working with Idox to digitally transform our service provision. Idox have modern web-based systems that will provide us with many opportunities to redesign our procedures and create efficient processes. This in turn will help us deliver a better service to the people and businesses in Gwynedd.

”

Gareth Jones
 Senior Planning & Public Protection Manager
 Gwynedd Council



Managed service and security

Data Protection standards and procedures

We are committed to high standards of information security, data protection, privacy and transparency and our systems and processes are compliant with applicable GDPR regulations. As a data processor, we place a high priority on protecting and managing data in accordance with accepted standards including our certified ISO 27001 Information Security Management System (ISMS), Cyber Essentials and Cyber Essentials plus certifications.



Hosting infrastructure

Idox Cloud is fully hosted and backed up in Amazon Web Services (AWS) data centres. AWS provided the hosted infrastructure and purchased services including premises, storage, power, hardware, database and physical security, in addition to the provision of firewalls.

All maintenance and upgrades are completed by Idox and included in the annual subscription fee, removing the need for local authorities to supply the infrastructure and resources required to host the and maintain the software.

Data back-up and restoration

Our database back-up policy encompasses all data stored on servers at our data centres and aims to:

- Safeguard our information assets.
- Prevent data loss due to accidental deletion, corruption, system failure, or disasters.
- Facilitate timely restoration of information and business processes if such events occur.
- Manage and secure backup and restoration processes and associated media.

Entire system back-up and restoration

Restoration can be facilitated by means of restoring the database snapshot into a separate database server. There are automated alerts should backup jobs fail and snapshot restores are tested when first configured and on an annual basis.

In the event of a disaster occurring on a customer site, end users can be immediately operational from a secondary work site simply with internet connectivity and access to a web browser. This enables users to work from other office locations or from home via an Internet connection or by using mobile devices supported by 4G or Wi-Fi connectivity.

Business continuity plan (BCP)

Our Business Continuity Plan (BCP) provides a course of action for the assessment of a significant disruption to the business and for the continuation of the business following such an event. In accordance our ISO22301:2019 certification, our BCP meets the requirements to plan, establish, implement, operate, monitor, review, maintain and continually improve

our documented management system to protect against and reduce the likelihood of incident occurrence and to prepare for and respond to incidents when they arise.

Privacy by design

The solution security is designed to be in-line or above the standards recommended by the National Cyber Security Centre policies for the type of data held.

All devices in all locations access the system via HTTPS across the internet using a current mainstream browser. Data is encrypted in transit using TLS 1.3 encryption where possible with a fallback to TLS 1.2 where TLS 1.3 is not supported. Data is encrypted at rest with AES-256GCM.

Users are authenticated via username and password, and two factor authentication if required. SAML or OAuth integration to Azure Active Directory is also supported although this is not mandatory to access the system.

The devices used by end users to access the solution are the responsibility of the customer who can ensure that users can limit access from unmanaged or unknown devices by restricting access to users on your network (or through a VPN if away from your network). However please note that Idox do not supply end user hardware.

It is also worth noting that user permissions can be set up so that users can only view areas of the system based on their role. There is a comprehensive Administration section, which enables System Administrators / managers to configure security classification to users and user groups relating to all modules of the solution.

We use AWS Network Firewall, AWS Firewall Manager, AWS Web Application Firewall to create layered protection of infrastructure and data.

Several layers of monitoring are in place to detect access attempts and attacks into the environment. These include the automated application functional monitors, network intrusion detection/prevention (NIDS/NIPS) and unauthorised changes detected via configuration management.

Data retention

We are committed to high standards of information security, data protection, privacy and transparency and our systems and processes are compliant with applicable GDPR regulations. All data within Idox Cloud is preserved so that it can only be accessed or removed by users with the appropriate permissions that have been set according to the specific requirements of our customer. Our solution does however allow deletion of records throughout, in alignment with the Data Protection Act 2018. The final decision on data deletion always resides with the customer as the Data Controller.

Accessing the service

Ordering and invoicing

The order will be completed by return of the signed G-Cloud contract and invoicing will be issued as per the schedule set out in the contract.

Pricing overview

Please see our pricing document and SFIA rate card.

Onboarding

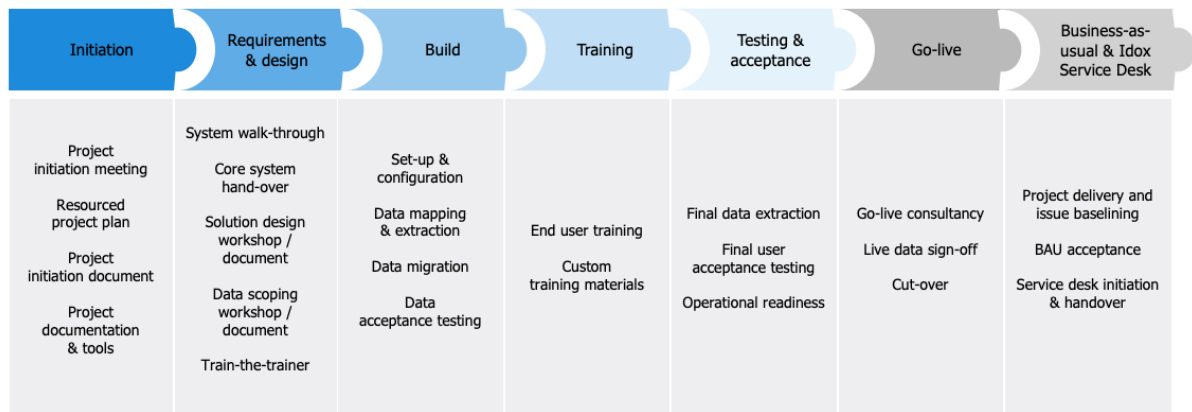
Delivering exceptional customer success is central to our delivery approach. We are committed to providing high-quality onboarding experiences that support and empower our customers to achieve their goals through high value professional services engagements.

To ensure a seamless implementation journey for our customers, we have developed a proven onboarding approach that ensures the engagement of key specialists and teams at precisely the right stages of the delivery process. We believe a consultative, expert led engagement, combined with our commitment to product and service quality, communication and collaboration is what delivers successful outcomes and experiences for our customers.



Our Customer Transition team engage with our Sales and Procurement teams from the sales stage, to ensure they fully comprehend the requirements and value proposition of each engagement. They will ensure that the project scope is clear, detailed, and fully understood with all key deliverables identified and communicated to the Project Manager and implementation teams. We focus on our customers unique success criteria to allow us to measure the effectiveness of the onboarding process and increase customer satisfaction.

Favouring the consultative approach to implementation, we staff the project with team members who have the perfect balance of knowledge, skills and expertise at each stage to support our customer in reaching every significant milestone to the agreed schedule. Our Project Management team ensure the project is effectively planned, executed, and controlled. Using our proven PRINCE2 based project methodology and principles, we deliver the project in distinct project phases that facilitate the effective and structured delivery of project tasks and ensure predictability, assurance and increased customer confidence throughout project.


PRINCE2®

Supported by PRINCE2 techniques and trained professionals

As an added value, we provide a dedicated and specialist Idox Cloud Onboarding Consultant to guide our customers through system familiarisation, configuration, user acceptance testing and system operational readiness, using their expert domain knowledge. This individual acts as a consistent resource on the project to convey knowledge and facilitate independent learning through regular, collaborative engagement.

Data migration

For more than twenty years, we have operated a Data Services team which has undertaken over 5000 data migrations for more than 350 local authorities. This experience gives our customers confidence in our ability to support this integral part of the project successfully and in a timely manner.

We understand that the data migration phase is often seen as the most challenging for customers, therefore we have a robust and mature data migration approach to support the seamless transition of data to our system. This experience and expertise reduce potential risk through sound planning, data baselining and scoping. We take a consultative approach by working with customers to identify exactly what data can be accommodated and then recommend the optimum approach to ensure that records are mapped and transferred into Idox Cloud accurately.

We understand that data migration is not a one size fits all activity and so we provide our customers with options to support the most effective approach for their circumstances. Customers may choose to Extract and Transform their existing data into a format that can be easily loaded into Idox Cloud, while we provide a tailored consultancy package to inform and guide the customer through this work. Alternatively we can provide a full ETL (Extract, Transformation and Load) or TL (Transformation and Load) service, where feasible. Full ETL or TL data services involve our Data Consultancy Specialists expertly moulding existing customer data into the exact format required by Idox Cloud in order to function under optimal conditions.

Training

Instructor-led training will be delivered across all areas of the system, followed by specified training exercises using the system's dedicated training environment. As standard, an expert instructor delivers these workshops remotely, over MS Teams and training sessions are split according to each user-group's defined role to ensure each session is relevant and engaging. Our approach to training is accredited by the Learning and Performance Institute for delivery of Idox Cloud.

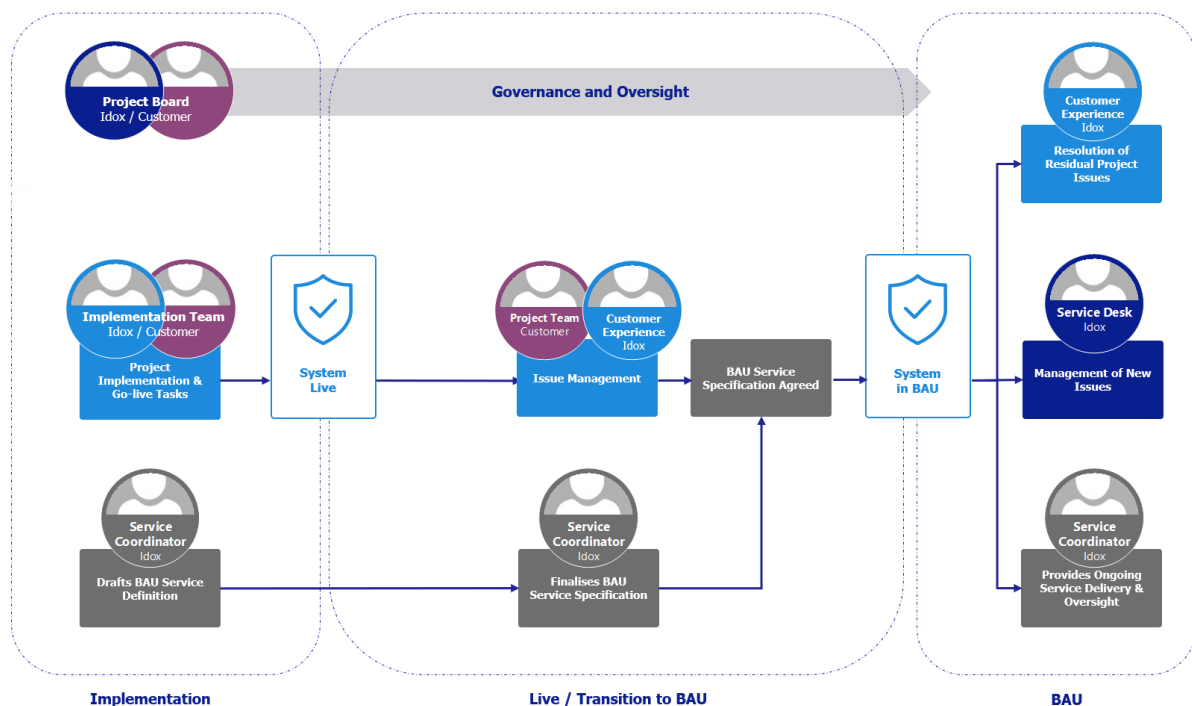
Transition to Business as Usual

We understand the importance of a consistent customer experience and for this purpose we adopt a comprehensive approach to transitioning onboarding projects to Business-as-Usual (BAU).

During the agreed period following go-live, project continuity is assured through the provision of a dedicated **Customer Experience Manager** who handles user-reported issues, ensuring appropriate resources are allocated and resolution plans continue to be maintained in the issue log. Meanwhile, an **Idox Service Coordinator** from our Client Service Management team collaborates with the customer to establish a BAU Service Specification before and during the go-live phase. This specification includes details such as:

- Products transitioning to BAU
- Contract-level SLAs
- Service Desk information
- Communication plans
- Roles & responsibilities
- Outstanding project issues or deliverables
- Ongoing BAU services for the contract term.

When the go-live period is completed, all parties agree the BAU Service Specification, formalising the project's transition to BAU. Subsequently, any new customer-reported issues are raised via the Idox Service Desk, while residual project issues are managed by the Customer Experience Manager. BAU services are initiated and supervised by the Idox Service Coordinator.



Service management

Our Service Management framework comprises of two essential components:

- The Service Desk
- The Client Service Management team.

The Service Desk serves as the frontline support, handling day-to-day queries and technical issues that our customers may encounter during their operations. On the other hand, the CSM team focuses on strategic oversight, ensuring smooth transitions from project implementation to BAU operations and maintaining consistent service quality throughout the contract term.

Idox Cloud is provided as a fully managed service and the annual software subscription includes hosting and maintenance including client and server applications and any database upgrades, new releases, legislative updates, and bug fixes.

Idox Service Desk

Our Service Desk provides technical support for incidents and problems, including non-critical software defects. Support requests can be logged 24/7 via the Idox Customer Portal. Live Chat is available from 10:00 to 16:00 for general enquiries. Our online portal offers FAQs, training videos, documentation, and change history. Based in the UK, our Service Desk follows a three-tier structure, ensuring prompt response and effective handling of queries.

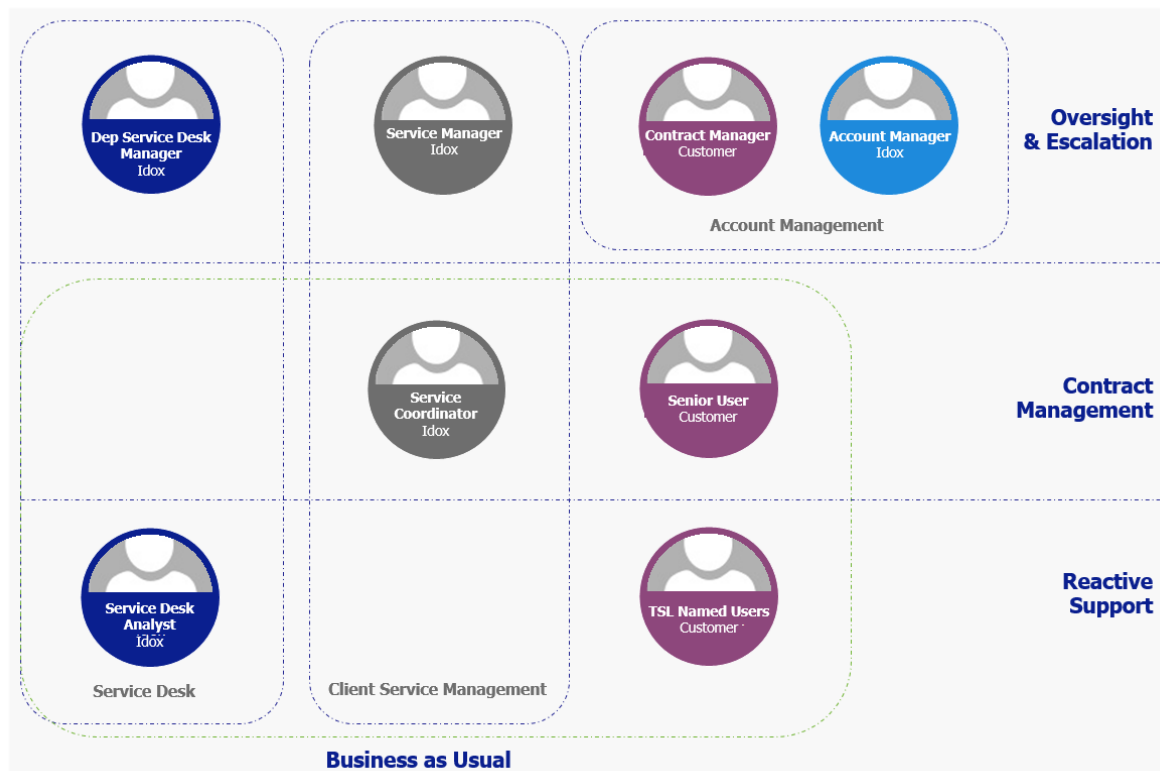
Our Service Desk is operational Monday to Friday during business hours (8.00 am - 6.00pm) although requests for support can be logged 24/7. Questions or requests for support are prioritised in accordance with their severity and urgency. Our SLA for support is available during the clarifications stage of G-Cloud procurement.

Idox Client Service Management (CSM) Team

In addition to the Service Desk, our Client Service Management (CSM) Team provides wrap-around operational support, managing the transition from implementation to 'BAU' and ensuring consistency of service delivery throughout the contract term. The CSM team's responsibilities include:

- **Transition management:** Our CSM team specialises in managing the transition of customers from project implementation to Business as Usual (BAU) operations. Our dedicated Service Coordinators work closely with our customers, Project teams and Service Desk to ensure a seamless handover. This critical phase marks the shift from the initial project phase to the ongoing operational phase, where the focus is on sustaining and optimising the delivered solutions.
- **Single point of contact:** Our CSM team serves as a single point of contact for all operational queries and concerns that may arise over the course of the contract period. This ensures timely responses and resolutions, streamlining communication channels and enhances customer satisfaction. Whether it's a technical issue, a request for additional support, or clarification on contractual terms, our dedicated CSM representatives are readily available to provide assistance.
- **Contracts re-sign process:** As part of our commitment to continuous improvement and customer satisfaction, our CSM team actively participates in the contract re-sign process. We gather feedback from customers, analyse performance data, and collaborate with stakeholders to identify opportunities for enhancing the value proposition and aligning our services with evolving business needs. This proactive

approach ensures that our customers receive the best possible service and support throughout the contract's lifecycle.



Our Client Service Management Team offers comprehensive support and expertise to ensure the success and satisfaction of our customers throughout the entire contract lifecycle. From seamless transitions to continuous improvement, our CSM team is dedicated to delivering excellence in client service management.

Service levels

As standard we typically guarantee 99% availability during working hours. Our system is designed for high availability and based on our historic performance we expect the system to be available more than 99% 24/7.

Service credits

Service credit agreements do not form part of our standard package, however specific requirements can be discussed.

Outage and maintenance management

The software application is accessible on a 24/7 basis, and guaranteed availability is calculated within the service hours 08.00 to 18.00 Monday to Friday, excluding UK Public Holidays.

The service will be available for a minimum of 99% of the annual period. The percentage of online availability will be calculated on a monthly basis and will reflect the availability of the services over the total number of hours for the month. The services will be available outside of the service hours (but not guaranteed under the standard Service Level Agreement).

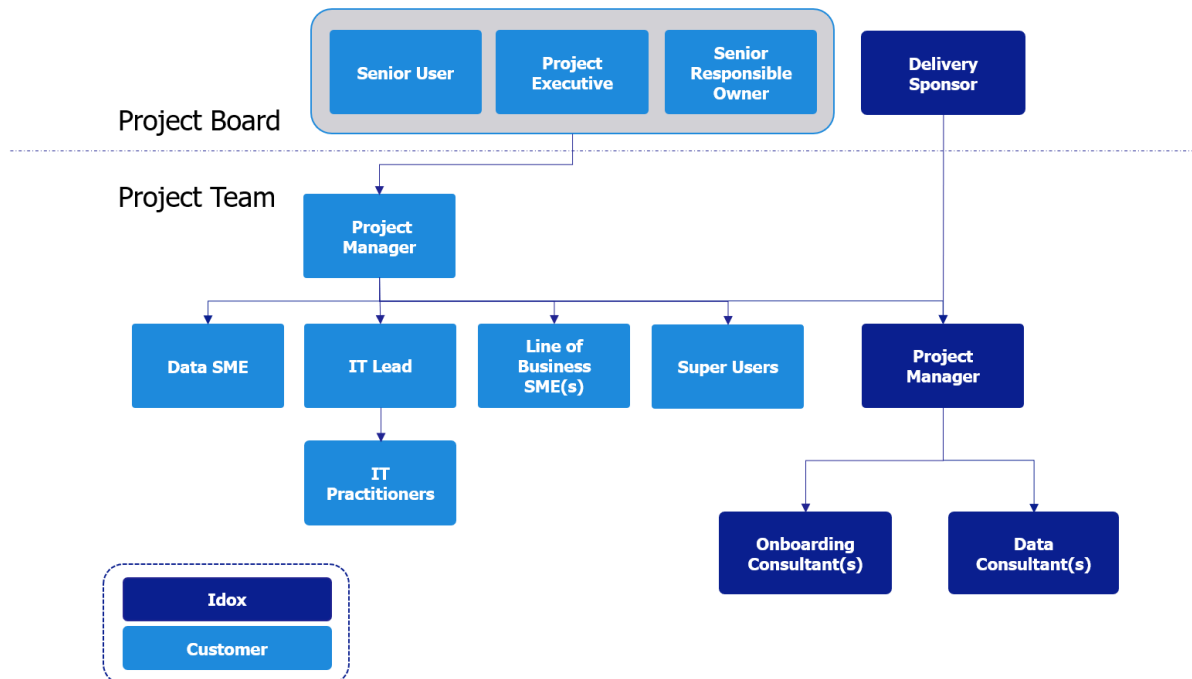
Off-boarding

Contract termination will be as detailed in the G-Cloud contract. Exactly 30 days after the notice to terminate has been served, we will cease to support the customer's service. It is the customer's responsibility to ensure that the appropriate new infrastructure to support any of the functions provided by the service is in place.

If a customer chooses to move to an alternative supplier and requires an extract of the data, we can provide this information in a standard format.

Customer responsibilities

We advocate for a “one team” approach that fosters the close collaboration and partnership that is essential to a successful implementation. To ensure customer success we will build a relationship with our customers from the earliest stages of sales handover to ensure our joint project teams can hit the ground running to deliver the agreed scope.



To ensure the solution is configured in such a way that it will support the customer’s business for years to come we recommend the following resources are made available during the project on the customer side.

- **Senior Responsible Owner:** As a member of the Project Board, they provide the senior oversight that is key to success, setting the strategic direction for the essential project outcomes and supporting swift decision making around escalations, project changes and configuration.
- **Project Manager (PM):** A dedicated Project Manager to work with their Idox counterpart throughout project delivery. They will be responsible for the day-to-day management of the customers team and act as the escalation point for issues and risks on the customer side.
- **SME(s) (lines of business):** Key users from across the local authority who will work under the guidance of Idox to configure, test and deploy a system that will reflect how the system should operate in Business as Usual (BAU).
- **SME(s) Data:** Key users who have a deep understanding of the legacy database used by each of the main service areas to support the data migration stage and UAT of the migrated data once in the new solution. This role is key to success, with strong business understanding and the authority to make decisions.
- **IT Lead:** IT experts with a deep understanding of the authorities’ internal architecture / network and integration requirements to ensure effective integration of the new system. Staff will also be required to provide additional support to the project such as configuration of desktop shortcuts, investigating data touchpoints and the implementation of third-party integrations required.

- **IT Practitioners:** Individuals who may occupy multiple roles depending on skillset and authority structure.
- **Super-Users:** Super-Users must have regular involvement in the project including the opportunity to explore the system as it evolves and understand the configured processes. These users will become system champions who will cascade training to end users as per the agreed timings in the project plan.

Technical requirements

Client-side requirements

Idox Cloud is delivered Software as a Service (SaaS) as an omni-channel and technically agnostic solution. It can be accessed by any device with internet connectivity using a current mainstream browser, including Microsoft Edge, Chrome, Firefox and Safari; and across various operating systems such as Microsoft Windows XP+, Mac OS, and mobile devices running iOS, iPadOS and Android. The version of browser used should be within the last two stable releases, however we recommend utilising the most recent version to provide the best possible user experience.

It is fully cloud-based. There is no installation to the local device, and no reliance on extensions such as Java or other third-party tools. Customers do not require any mobile working installation, additional client software, or third-party licences to run the solution.

With no local installation, the size of local storage on the terminal is not an issue; a general use desktop PC, or mobile device such as a smartphone or tablet, will have more than enough processing power to operate the solution at full capacity.

The minimum requirements for the hosted application are:

- A reliable internet connection (e.g. bandwidth of at least 10MB up and 10MB down).
- Ideally HTTP traffic prioritisation on the Provider's traffic so that general network traffic does not interfere with latency times.
- We can take no responsibility for the provision of an internal customer network.
- The software is accessed via a unique and secure URL, with all data encrypted in transit to industry standards.

Accessibility

As our solution is accessed via any modern web browser, it means that, in full compliance with the Equality Act 2010, the system uses all the standard browser accessibility functionality by default. This enables full compatibility with web-browser accessibility features, for example; keyboard shortcuts, font sizes, zooming capabilities.

Our software development department includes a dedicated Accessibility Team that assesses new developments against accessibility standards. We conduct ongoing Accessibility Sprints based on their feedback throughout the year, ensuring accessibility considerations are integrated into our development processes.

Any public-facing elements of the solution, for example the Online Portal, will comply with Web Content Accessibility Guidelines (WCAG) 2.2. and are adapted according to WCAG guidance.

Customer relationship management

We are committed to building collaborative and lasting relationships with our customers to ensure they realise the maximum return on their investment throughout the term of the contract. As a key element of this close ongoing engagement, we appoint a dedicated Account Manager to be the regular point of contact with Idox. The Account Manager is responsible for contract and commercial matters, as well as communication about our evolving plans and capabilities, so the customer always has access to the latest information and a conduit into Idox for their views, such as input into our products' future direction.

Our Account Managers have a wealth of local government experience and are able to assist customers in all aspects of their current and future requirements for the system. They can provide guidance on where we can help with process improvement and modernisation programmes and facilitate access to the knowledge and expertise that exists within our wider team. Our Account Managers spend time each customer business area to understand their needs and priorities and ensure that our software and support offering is aligned to help achieve the best possible outcomes.

We also provide a range of user-groups and forums to encourage customer community interaction for this purpose including:

- **Our active online forum/user group, the Idox Ideas Hub:** A web-based ideas portal for customers to raise ideas for enhancements directly to the Idox Product team. The hub gathers ideas from all 350+ local authority customers in one place. Customers can then view, comment and vote on these ideas and engage in dialogue with Idox and each other. It has proven to be a great platform for ensuring improvements to our products deliver the most value across the broadest section of our customer base.
- **Regional Forums:** We run regional forums and attend industry events to demonstrate our latest enhancements and new solutions and allow for user feedback. We listen to both positive feedback on product features we've introduced and constructive criticism of functionality that is needed to ensure our solutions stay relevant for our customers.
- **Performance monitoring:** We issue regular monthly Service Management reports indicating performance against Key Performance Indicators (KPIs). These include, but may not be limited to, Service Desk performance including performance against response and resolution SLA's, incident escalations, trend analysis etc. The reports also include detailed hosted Service Availability performance for the reporting period including performance against agreed SLA's.

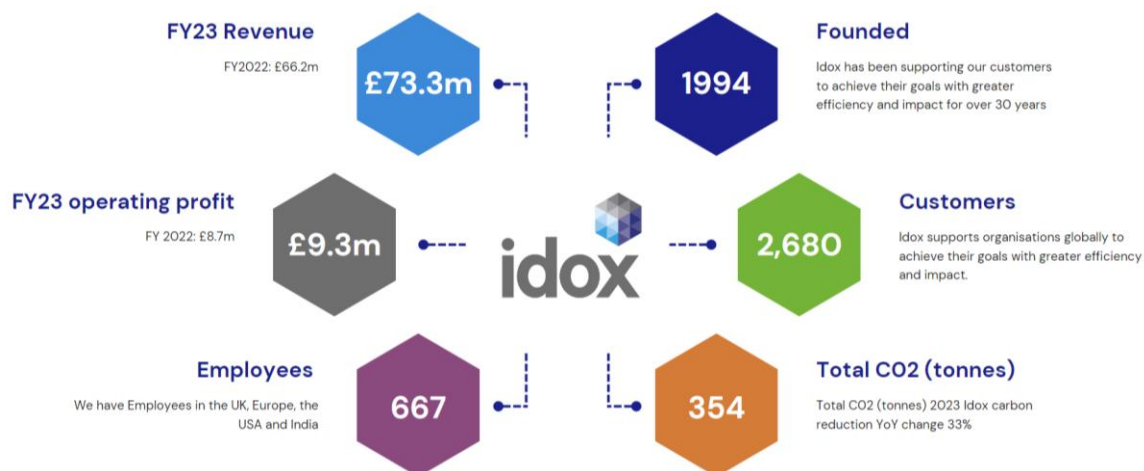
About Idox

Idox is a leading supplier of specialist information management software and geospatial data solutions to the public sector.

Our mission is simple; to empower organisations and communities to do more. Through innovative software, data solutions and knowledge sharing we are driving positive change and enabling our customers to achieve their goals with greater efficiency and impact.

Our comprehensive suite of offerings allows organisations including local government, healthcare providers and educational establishments to do more for their customers and communities and make a lasting difference in the world.

In short, we don't just build software, we enable you to do more.



Social value

We are dedicated to running a business that both helps our customers do more and is good for everyone, our customers, our employees, and the world around us. Here's how we make a positive impact:

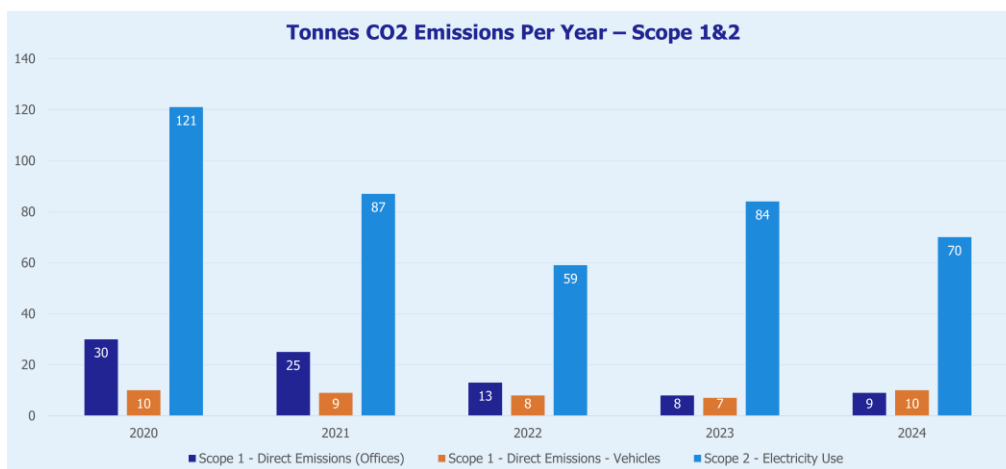
- Helping communities and the environment:** Our software makes government services better, from planning to health care, making life easier for people and looking after the environment.
- Investing locally:** We give back to local communities through donations and we support local charities with our MyFunding Central platform which provides smaller local charities and voluntary organisations with free access to thousands of grants and social investment opportunities from local, national, and international funding sources.
- Supporting local charities:** We help our customers give back to their communities by supporting local charities. Our employees also get involved through volunteering to support local communities and charity projects.



Idox lends a hand at Manor Farm in Bilsthorpe, Nottinghamshire

Manor Farm offers lifelong sanctuary for livestock in need, particularly elderly and disabled animals and those with special behavioural needs. Three of our colleagues took time out from their busy schedules to help tend to the animals and give something back to the community.

- **Protecting the environment:** We're already a naturally low emission business but we've committed to further reducing our carbon footprint, aiming to be carbon neutral by 2040. We cut down on energy use, limit travel, promote eco-friendly practices and have adopted the three scopes of the Greenhouse Gas Protocol (GHG) across our business.



- **Doing the right thing:** We believe in fairness and respect for everyone. Our workplaces are inclusive and safe, with fair pay and opportunities for growth and we prioritise diversity, employee well-being, and security in everything we do. Our employees benefit from our extensive range of range of employee benefits and family friendly working policies as well as leadership training and employee advocacy groups such as Idox Elevate, Pride@Idox, Neurodiversity@Idox and Workplace Wellbeing.
- **Meeting standards:** We hold ourselves to high standards, with certifications like ISO27001 and ISO14001. We're committed to ethical business practices, including no tolerance for slavery in our supply chain, and prompt payment to suppliers either in line with Public Procurement Contract Regulations 2015 and its amendments or within 45 days.



Contact details

Jen Roberts – Head of Bids

Email: frameworks@idoxgroup.com

Telephone: 0333 011 120

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