the specialists in local authority smartcard solutions

smart citizen

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Cloud SmartDiscounts Business Directory

Service Description

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1. Product Description

The SmartDiscounts Business Directory allows businesses to register and advertise discounts and offers to residents in their local area. The portal shows the business name, logo, address and contact details, including social media accounts and websites. Offers can be added to many different categories to appear in the search engine and scheduled using start dates and expiry dates to manage how long they appear in the search.

Staff hosting the scheme have administration pages which allow them to act as moderators for the site, approving new businesses onto the scheme and reviewing their offers before they are released to the site.

2. Features and Benefits

Features

- Search for local businesses and offers by category
- Manage and approve new businesses and offers
- Tailor offers to include logos and start / end dates
- Paperless enrolment to join scheme
- Mobile friendly adaptive site design
- View businesses on map
- Mobile app available (add-on component)
- Businesses can promote their websites and social media presence
- Businesses can manage their own offers and seasonal promotions
- Administrators can act as site moderators

Benefits

- Support local businesses in their Covid-19 recovery
- Potential to team up with a local residents reward card
- Manned Service Desk 5 days per week with optional extensions
- Proven cloud platform

3. Customer Requirements

- Users must have internet access via their device
- Domain owned certificate if hosting using domain-owned URL

4. Pricing Overview

For all pricing please see the Pricing document.

5. On-Boarding Process

Ordering the Service

The service will be procured via the G-Cloud Digital marketplace. A Purchase Order will be required along with our signed terms and conditions.

Getting Started

A test site would be provided containing examples of customer data for users to review prior to go live. This would be used for testing and also training. Training sessions take the form of a "train the trainer" session with up to 20 delegates in attendance. A full user manual is also available for download from the site. Training is done remotely via teams and sessions may also be recorded as a means of delivering training to additional users outside of the initial training days.

Customisation

Customisation occurs during the set-up phases of the project and would be undertaken by our staff working closely with the customer to achieve the desired result. Thereafter changes to the configuration would be handled as a change request and again performed by SmartCitizen staff, typically released onto a test site first before deployment to live.

Customisation may include;

- Service configuration to support scheme requirements.
- Customer-facing portal branding, colours, text and imagery are tailored to customer needs.
- Can be hosted using customer owned domain URL
- Can include customer's own specific validation rules for entitlement checks
- Content of all drop down lists fully customizable including documents acceptable as proofs of entitlement.

Invoicing

SmartCitizen have a flexible policy on invoicing which can be done annually, quarterly or monthly to suit customer requirements.

6. Off-Boarding Process

Contract Termination

The contract will be terminated by any of the following;

- The natural expiration of the Term specified in the agreement
- Upon receipt of 3 months' notice in writing by SmartCitizen

- By reason of a material breach as described in the SmartCitizen Terms and Conditions

Service Termination

On termination, or expiry of the Agreement for whatever reason, SmartCitizen shall return all documents, information and materials provided, including all personal data, to the customer. All customer data will remain the property of the customer and will be made available to them in an acceptable format. No cancellation charges shall apply.

7. Resilience and Business Continuity

SmartCitizen services are hosted entirely within **Microsoft Azure**, using **Microsoft's UK South data centre region**. The Azure platform provides a highly resilient, scalable and secure cloud environment designed to support business continuity and minimise the risk of service disruption.

The service architecture makes use of Azure's built-in resilience features, including redundant infrastructure, automated failover capabilities and enterprise-grade monitoring. This approach ensures high availability of services and supports the continued operation of critical business processes in the event of a system failure or major incident.

Microsoft Azure data centres are designed and operated in accordance with recognised international standards for availability, security and resilience, and provide a level of operational assurance that exceeds that of traditional on-premises hosting environments.

Business Continuity Controls

Business continuity is delivered through the inherent resilience of the Microsoft Azure platform and SmartCitizen's cloud service design. Key controls include:

- Hosting within the **UK South Azure region**, ensuring all customer data remains within the UK
- **Redundant compute, storage and networking components**, removing single points of failure
- **High-availability service architecture**, designed to tolerate infrastructure faults without service interruption
- Continuous **platform monitoring and alerting** to detect and respond to service issues
- Secure, role-based access controls and hardened cloud configurations

Based on operational monitoring, SmartCitizen services consistently achieve **high availability**, with historic uptime levels exceeding **99.9%**, subject to planned maintenance.

In the event of any loss or corruption of data, SmartCitizen will use best endeavours to restore data from the most recent available backup in accordance with documented recovery procedures.

Backup Process

All customer data is protected using **Azure-native backup and recovery services**. Backups are performed automatically and managed within the Azure platform to ensure data durability and recoverability.

Backup arrangements include:

- **Daily automated backups** of all production data
- Secure storage of backups within Azure, with redundancy across fault domains
- **Point-in-Time Restore (PITR)** capability for supported databases

Backups are encrypted at rest and in transit and are retained in line with SmartCitizen's data retention and business continuity policies.

Disaster Recovery

SmartCitizen operates a documented and regularly reviewed **Business Continuity and Disaster Recovery (BCDR) plan** aligned to cloud-hosted service delivery.

The disaster recovery approach leverages Azure's resilient infrastructure and includes:

- Clearly defined **Recovery Time Objectives (RTOs)** and **Recovery Point Objectives (RPOs)** appropriate to the service
- The ability to restore services using Azure backups and recovery tooling
- Prioritisation of business-critical systems, including customer-facing services and management platforms
- Tested operational procedures to ensure timely service restoration following a major incident

This approach removes dependency on physical recovery sites and enables rapid recovery using cloud-based mechanisms..

8. Service Management

Service Hosting Model

All SmartCitizen services are hosted within **Microsoft Azure**, using **Microsoft's UK South data centre region**. Microsoft Azure provides the underlying hosting infrastructure, including compute, storage, networking and physical data centre facilities.

SmartCitizen is responsible for the **management, configuration, operation and support** of the service components deployed within Azure but does not provide or operate physical hosting facilities.

Availability and Assurance Levels

SmartCitizen designs and manages its services to take advantage of Azure's resilient cloud architecture, including redundancy and fault-tolerant infrastructure. The service is monitored continuously to support high availability and rapid issue resolution.

Unless otherwise stated in a customer-specific SLA, the following minimum service availability targets apply:

- **99% minimum service availability** for live customer-facing services
- **99% minimum service availability** for supporting application services and APIs (where applicable)

Availability excludes agreed planned maintenance periods.

Security Services

Security controls are delivered through a combination of **Microsoft Azure security features** and SmartCitizen operational controls.

These include:

- Azure physical data centre security, managed by Microsoft
- Network security controls including firewalls and secure network segmentation
- Secure configuration and hardening of cloud resources
- Role-based access controls restricting administrative access to authorised personnel only
- Encryption of data in transit and at rest using Azure-supported mechanisms

SmartCitizen is responsible for configuring and managing security controls within the Azure environment in accordance with best practice and applicable data protection requirements.

Monitoring Services

SmartCitizen provides continuous monitoring of the service using Azure-native monitoring tools and application-level monitoring solutions.

Monitoring covers:

- Application availability and performance
- Database and storage performance
- Network connectivity and error conditions

- Security-related events and alerts

Alerts are reviewed by SmartCitizen support staff to enable timely investigation and resolution of service issues.

Release Management and Change Control

SmartCitizen operates a formal **release management and change control process** to manage updates to applications and configurations deployed within Azure.

This includes:

- Controlled deployment of new releases, patches and configuration changes
- Testing of changes in non-production environments prior to live deployment
- Audit logging of changes to service components
- Scheduling of changes to minimise service disruption

Where possible, updates are deployed using cloud deployment techniques that reduce or eliminate service downtime.

Administration Services

SmartCitizen provides ongoing administration of the service, including:

- Application configuration and maintenance
- Database administration, integrity checks and optimisation
- Management of backups and recovery processes
- Support for customer-authorised configuration changes

Customer data remains the property of the customer at all times and is managed in accordance with SmartCitizen's contractual and data protection obligations.

Incident Notification

SmartCitizen will notify customers as soon as reasonably practicable of any adverse incident relating to:

- Service availability
- Data integrity
- Data security

Notifications will be issued in line with contractual commitments and applicable regulatory requirements.

Service Response Requirements

Help-desk support function

SmartCitizen will operate a telephone and email help-desk support function available every Normal Working Day.

Fault diagnosis and resolution

In the event that there is a fault/enquiry associated with the Services, the Customer will report the fault/enquiry to the CMC on main and/or back-up numbers to be supplied by SmartCitizen. Calls received outside the Normal Working Day will be diverted to an answering service and dealt with during the next Normal Working Day.

SmartCitizen and the Customer will exchange fault log numbers, if appropriate.

When the service failure has been cleared, SmartCitizen will contact the Customer to confirm the fault closure details.

The Customer may, at any time, escalate a problem that has not been resolved to their satisfaction.

The targets in relation to Clearance Times are set out below and relate to the restoration of Availability. However, SmartCitizen will make contact with the Customer and agree that the problem has been resolved satisfactorily before making a final clearance on the fault reporting system and this contact may not occur within the timescales set out below.

Target Clearance Time

The following table sets out the target service levels. Time will start to run from the logging of the fault or from the start of the next working day if the fault is reported outside the Normal Working Day.

Category	Target Response Time	Target Clearance Time	Period of Cover
Severity level one	1 hour	8 hours	Normal Working Day
Severity level two	4 hours	Two working days	Normal Working Day
Severity level three	8 hours	Four working days	Normal Working Day

Planned Maintenance

There is an agreed maintenance schedule for Security Patches which runs to coincide with the latest patches released by Microsoft. Outside of these regular updates, if the hosted service needs to be temporarily taken out of service by either party for necessary maintenance, e.g. modification or upgrade ("Planned Maintenance"), SmartCitizen will agree timescales with the Customer.

This agreement will aim to minimise any disruption caused by the Planned Maintenance

and reasonable endeavours will be used to accommodate the Customer's wishes in the timing and duration of service breaks. Whenever possible, Planned Maintenance work will be carried out with no disruption of services.

In cases of emergency work, SmartCitizen will aim to notify the Customer before the work is carried out, however, depending on the nature of the emergency, this will not be guaranteed.

Financial Recompense

SmartCitizen do not have a standard model for compensation in the event that agreed service levels are not met, as the company has never found itself in a situation where it has been unable to meet agreed service levels. If required however we will work with the customer to develop a process which meets the customer's requirements.

9. About SmartCitizen

SmartCitizen have been working extensively with public sector smartcard schemes since 2003, and host the largest single citizen smartcard scheme in existence in the UK today (the Scottish National Entitlement Card). Our customers include all 32 local authorities in Scotland as well as customers in the London Boroughs of Richmond and Hillingdon, Bracknell Forest Council, His Majesty's Courts and Tribunals Service, and many others.

We are able to deliver a complete service tailored around the specific requirements of local authority multi-application smartcard schemes. As well as our standard support services we can offer integrations with pre-existing software solutions, data import, bespoke software development, scheme design, scheme development, a fully managed service, smartcard printing and personalisation (onsite or remote) and user training.