

BOARD INTELLIGENCE FOR G-CLOUD 15

Service Definition Document

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Introduction

Board Intelligence is Europe's largest board technology and advisory firm, trusted by more than 80,000 leaders across the Fortune 500, FTSE 100, and OMX 30. We supercharge boards with the science of board effectiveness; combining AI-powered software with advisory services that distil 20 years of boardroom insight.

Our platform supports the complete board cycle. Governance teams can plan agendas aligned with strategic priorities, commission high-quality board papers, compile and distribute secure packs in minutes, and enable directors to prepare for meetings more effectively: all from one integrated system. Directors access materials on any device, annotate them offline, and benefit from AI that surfaces key insights and questions rather than simply summarising content. Beyond the meeting cycle, organisations can assess board and committee effectiveness through expert-built surveys that track performance trends and drive continuous improvement.

What sets us apart is our expertise: our technology is built on proven methodologies including the QDI Principle and 6 Conversations Model, developed through advising FTSE 100 and Fortune 500 boards. The result: governance teams get significant time back for strategic work, board paper quality improves measurably, and directors spend more time on decisions that drive organisational performance rather than wading through information. Ranked #1 for Relationship in G2's Winter 2025 Board Management Software category, we provide 24/7/365 award-winning support.

We are trusted by leading UK organisations across public and private sectors including Bank of England, Nationwide, NHS, Financial Reporting Council, National Grid, Rolls-Royce, Channel 4, Beazley, and Middlesbrough College.

Product

A. Overview

The Board Intelligence G-Cloud Platform is a secure, hosted platform that supports the complete board cycle. At its core is the **Board Portal**, a comprehensive board management system for compiling packs, distributing materials, managing documents, and controlling access. The platform extends through purpose-built **AI-powered add-ons** that streamline specific stages of the board cycle, available as bundled options.

The platform serves three primary user groups:

Governance teams manage the board cycle end-to-end. They plan agendas, commission papers with clear briefs and deadlines, compile and distribute board packs, control document permissions, request e-signatures, capture minutes efficiently, assess board performance through structured surveys, and track actions; all from a centralised application.

Executives receive clear briefs for the papers they need to write through the *Report Briefer* tool, ensuring they understand what's required and when it's due.

Board members access materials on any device (native apps for iOS, Windows, Mac, or through any modern web browser), read and annotate papers offline, prepare for meetings more effectively with *Insight Driver* surfacing key themes and questions, sign documents electronically, and join video meetings, with an experience that combines the familiarity of paper with the power of technology.

The Board Intelligence G-Cloud Platform is available in the following configurations:

1. Portal (Core)

Complete board pack management, document distribution, e-signatures, action tracking, and 24/7 support.

2. Portal + Planning & Commissioning

Core portal plus *Agenda Planner* (plan board and committee agendas aligned with strategic priorities) and *Report Briefer* (commission papers with clear briefs, deadlines, and workflow management).

3. Portal + Preparation & Minutes

Core portal plus *Insight Driver* (AI-powered meeting preparation that surfaces key themes and questions from board packs) and *Minute Writer* (transform meeting recordings or notes into formatted minutes).

4. Portal + Full Suite

Core portal plus all four AI-powered add-ons: *Agenda Planner*, *Report Briefer*, *Insight Driver*, and *Minute Writer*, supporting the complete board cycle from planning through to post-meeting documentation.

Add-On: Board Evaluation (available as separate add-on to any bundle)

Assess board and committee performance using expert-built questionnaires. Automate

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distribution and reminders, track trends over time, and identify improvement areas through structured, evidence-based evaluations.

B. Product Features & Functionalities

1. PORTAL

Pack Management (for Governance Teams)

- **Compile and publish board papers quickly:** Drag and drop documents with automatic page numbering, agenda creation, links and navigation tools
- **Collate multiple files and different formats into one document:** Combine Word, PowerPoint, Excel, and PDF files into cohesive packs with consistent branding
- **Smart note handling to update or add papers without losing annotations:** Republish packs with late papers or amendments whilst directors retain their notes
- **Request e-signatures as you build your pack:** Approve and sign documents remotely without third-party integrations
- **Real-time control over document administration, access and proliferation:** Set granular permissions to control who sees which packs or papers
- **Universal links to quickly and easily direct someone's focus:** Share specific packs, pages, or annotations with colleagues

Reading & Collaboration (For Directors)

- **Native apps for reading and annotating packs** (online or offline): Purpose-built applications for iOS, iPadOS, macOS, and Windows devices
- **Access always up-to-date papers and see what's changed since you last read them:** Track modifications in real-time with change indicators
- **Smart annotation features:** draw, type, highlight, sticky notes and share, annotate privately or share comments
- **Search within your pack(s), even when offline:** Full access to a searchable library of all your past board materials
- **Split your screen to compare papers:** View multiple documents side-by-side for easier reference

Security & Administration

- **ISO 27001 certified security and UK private cloud hosting:** Your most confidential information protected in UK government-approved data centres

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- **Login securely with Single Sign-On features:** Integrate with your corporate identity provider, plus biometric login (FaceID/TouchID) on compatible devices
- **Full audit trail of all activity:** Comprehensive logging with CSV export for compliance and governance requirements
- **Video conferencing:** Include your virtual meeting links (Zoom, Microsoft Teams) securely within the app

Support & Availability

- **A dedicated service team available by phone or email 24/7/365:** UK-based support responding immediately to phone calls and within two hours to emails
- **99.9% uptime guarantee:** Active-active-active architecture across multiple UK data centres with restoration target of 4 hours in the event of disaster recovery
- **Dedicated account management:** Regular reviews of usage, support and service levels, with direct escalation to senior management
- **Comprehensive training and resources:** Training sessions for administrators and directors, plus guides, videos, and webinars
- **Unlimited storage space:** No restrictions on number of files or storage capacity for board packs and materials
- **Manage directors outside corporate networks:** Granular access controls and device authorisation enable secure access for non-executive directors on personal devices, without requiring corporate IT infrastructure

"The Board Intelligence board portal could not be more intuitive. Everybody loves using it, and we've saved so much time. Nationwide calculated a 45% time saving when preparing for board meetings."

— Jason Wright, Society Secretary, Nationwide

2. PLANNING & COMMISSIONING ADD-ONS (AGENDA PLANNER + REPORT BRIEFER)

These tools help governance teams plan board and committee agendas aligned with strategic priorities, and commission high-quality papers with clear briefs and deadlines, streamlining the pre-meeting workflow.

Agenda Planner: Plan meeting agendas that focus on what matters most.

- **Build annual calendars from one "at a glance" view:** Manage forward plans for all boards and committees centrally, with visibility across your full governance calendar
- **Drag and drop items between meetings:** Move agenda items seamlessly between forums with timings automatically updating across your agenda

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- **Link items between forums:** Connect agenda items across board, committee, and management meetings so discussions happen in the right order
- **Monitor strategic priorities and stakeholder coverage:** Tag and track which topics, strategic priorities, and stakeholder groups (employees, shareholders, environment, society) are being considered with smart analytics
- **Ensure regulatory compliance:** Track coverage of regulatory requirements and governance obligations, with analytics showing where your board spends its time

"Agenda Planner provides structure, clarity, and visibility—taking agenda setting out of emails and giving us a transparent process for how we plan our meetings."
— Claire Curtis, Associate Director, Arup

Report Briefer: Commission papers with clear expectations and streamlined workflows.

- **Create focused briefs with best-practice guidance:** Send board paper briefs that set report writers up for success, with all the context they need to craft effective papers
- **Choose assignees and reviewers, set timeframes:** Define who writes each paper, who reviews it, and when it's due, all managed from one central place
- **Manage submissions and versions:** Track progress, review documents, and manage multiple versions without relying on email chains
- **Chase outstanding items with a click:** Send reminders to authors and reviewers automatically, keeping everything on track
- **Approve and include in packs:** When you're satisfied with a paper, include the approved file in the meeting pack directly from the briefing workflow

"Report Briefing allows me to save email traffic and makes for a seamless process to building packs."
— Kelly-Ann Pignatelli, PA to Directors, H&T Group

3. PREPARATION & MINUTES ADD-ONS (INSIGHT DRIVER + MINUTE WRITER)

These AI-powered tools help board members and governance teams work more effectively, surfacing insights from board packs for better meeting preparation and streamlining the minute-taking process from recording through to approval.

Insight Driver: Summarise key points in a click, flag what's asked back from you, and uncover critical information that needs your focus.

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- **Generate summaries of individual papers or entire packs:** Create AI-generated recaps that highlight key points, flag what's being asked from you, and key themes across board materials
- **Analyse papers for completeness:** The AI identifies gaps in content - from missing stakeholders to inconsistent messages
- **Cross-reference data from related documents:** Compare information across multiple papers and past packs to quickly get up to speed on context or to identify inconsistencies
- **Available during pack building:** Governance teams can access Insight Driver analysis as they build packs, enabling quality checks before distribution to directors

Minute Writer: Write high-quality meeting minutes in half the time with AI.

- **Convert recordings, transcripts or typed notes into minutes:** Turn any record of your meeting into draft minutes in an instant, intelligently grouped by agenda item
- **Build templates automatically:** Pull out structure and attendees list from your meeting's agenda, with minutes split between items automatically
- **Customise style and detail for each forum:** Tailor the writing style used and the level of detail to go into, with pro forma text templates and a library of preset formats ensuring consistency
- **Add paper summaries from your portal:** Include summaries of supporting papers, generated directly from your portal, for improved context and accuracy
- **Control data retention:** Define custom retention policies to remove all traces of in-progress work once minutes are approved, with no data saved by the AI
- **Manage access and storage directly:** Control how data is handled without needing to send requests to IT

"Minute Writer is giving me 40% of time spent on minutes back; time which I'm now using on more strategic and value-add work."

— Sarah Dobson, Head of Executive Support, Cambridge Building Society

4. BOARD EVALUATION

Assess board and committee effectiveness with expert-designed evaluation tools.

- **Access a library of ready-made templates:** Start with questionnaires designed by governance experts covering regulation-required reviews, innovation culture assessments, and other board effectiveness topics
- **Customise your surveys:** Design your own questionnaires; starting from scratch or using Board Intelligence's templates as a framework

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- **Automate distribution and reminders:** Set distribution schedules, manage deadlines, control anonymity settings, and send automatic reminders without manual follow-up
- **Visualise results with interactive dashboards:** Compare results over time, identify trends, to help identify where the board has divergent levels of confidence on specific topics
- **Compare across roles and instances:** Analyse results to identify patterns and improvement areas

"Using Board Evaluation helped us pinpoint specific areas for development and enabled more focused conversations about board effectiveness."

— Michael Izza, CEO, ICAEW

C. Security and Resilience

At Board Intelligence we take our duty to protect your board materials very seriously. We have built our business, our processes and our platform from the ground up with security and resilience as the top priorities. [Please contact us for a copy of an overview of our security and resilience.](#)

Service

A. Technical Requirements

There are no server or desktop installations required. Users simply need a broadband or mobile internet connection and either an iPad (running iOS 16 or newer), a Windows 10 (or above) or MacOS device, or any other device, such as a laptop, desktop, tablet or phone, that can run a modern web browser.

Supported browsers include Chrome, Edge, Firefox and Safari. Processor, memory and storage requirements are negligible. Please see our latest supported systems here [BI24 Support](#).

Where app installation is managed by an internal IT team, we will work with them to ensure smooth deployment.

B. Setting you up for Success

We recognise that your board and committee meetings are critical, and we're experienced at ensuring that your transition from paper to digital, or switching from one portal provider to us, goes smoothly.

While Board Intelligence is easy and intuitive to use, we'll provide the support you need during onboarding and beyond. We can have you set up on Board Intelligence in 24 business hours, though typically we advise clients to allow at least two weeks.

The key steps are

1. Setup
2. Training
3. Ongoing Use & Support

1. SETUP

Before you begin, we make sure your platform is fully configured and ready to go:

- **Technical set up:** We configure your unique platform and capture your security requirements to ensure we align with your security standards.
- **Data migration:** If you're switching from another board portal provider, our team will advise you on which packs to transition, and how to securely upload historic packs.
- **User set up:** We'll help you set up your users, to ensure the right people have access to the right information and permissions.

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2. ONBOARDING & TRAINING

The platform is intuitive and easy to use, and many users need no guidance at all.

Onboarding is straight forward: we guide you through the steps to get your portal set up and ensure you're supported in making the most of the system.

In addition to our online Help Centre where you can follow help articles at your own pace, we run monthly training webinars for all our product users.

3. ONGOING USE & SUPPORT

We don't leave you on your own after set-up, we support you as much or as little as you need.

- **Regular reviews:** Our Customer Success team will monitor your experience and ensure you're aware of feature improvements.
- **Ongoing support:** We provide a 24/7/365 support service, see below for details.

C. Support and Service Levels

1. 24-HOUR SUPPORT

We offer 24-hour support, along with our comprehensive Help Centre, to ensure your team is supported when you need it. Support is accessible via email and phone.

"The support team are amazing! Without fail, every time we need something, they are the most responsive support team I deal with across all of our vendors globally."
— Stuart Geddes, CIO, Ocorian

2. PROACTIVE MONITORING & MAINTENANCE

We always monitor our platform to ensure the smooth running of our service.

Senior members of our software services team will pro-actively monitor the performance of the platform to ensure a high standard of service. This monitoring does not include access to client data.

3. UPGRADES & UPDATES

Upgrades and updates are carried out with zero-downtime for our clients. We are continually improving our platform and new features are often offered free of charge. New features are communicated to clients as part of ongoing account management.

4. AVAILABILITY AND SLA PROMISES

We offer industry leading SLAs which meet your requirements for service uptime, support response times and disaster recovery times for service and for data loss.

Please see the terms and conditions available on G-Cloud or contact us for details.

D.Termination & Offboarding

Our standard off-boarding process runs for 30 days to allow users to download the documents they need before access to the system is terminated. We then use rigorous data eradication techniques to ensure that all your data is securely erased from our systems.

Choosing Board Intelligence

A. Demonstrations & trials

We are happy to provide product demonstration, and we can offer up to a one-month free trial if required. Our team will help you to understand how the platform works, how to get the most from it and how to introduce it to your team.

B. Ordering & Invoicing

If you're interested in Board Intelligence, please see our pricing plan on the Digital Marketplace.

Payment terms are contained in our standard terms and conditions. We are happy to meet you or discuss these over the phone.

C. Our Experience

Board Intelligence has over 20 years of experience working with boards and committees and the teams that support them.

As Europe's largest board technology and advisory firm, we serve 80,000+ users across Fortune 500, FTSE 100, and OMX 30 organisations.

Our platform is ISO 27001 certified, and we maintain research partnerships with Cambridge Judge Business School, NACD, and CGI UK.

We're trusted by UK organisations including Nationwide, Rolls-Royce, National Grid, NHS Professionals, Financial Reporting Council, Middlesbrough College, Beazley, and Keller Group, with an average client tenure of 7+ years and true 24/7/365 support from our specialist BI24 team.

D. Contact Us

We hope this Service Definition was informative. If you have any questions, would like to understand more about the platform, our service or our security measures get in touch.

