



Idox Eros Cloud

Service Definition

September 2026

Commercial in confidence

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Introduction

Service overview

Idox delivers Eros, a modern electoral management system designed to support the full range of electoral services delivered by UK authorities. Eros sits at the centre of a fully integrated ecosystem of tools and peripherals, providing a complete solution for electoral registration and election management.

The platform includes a range of web-based and cloud-enabled services, such as cloud reporting for statutory returns, a market-leading interactive voter response service, and tablet-based canvassing applications. Together, these components give election teams the flexibility to work efficiently across office, remote, and field-based activities.

Eros is fully scalable and supports authorities of all sizes, from those with smaller electorates to some of the largest and most complex registration and election services in the UK. Used by many high-volume authorities, the system is designed to continually add value, helping election teams meet statutory and regulatory requirements even when resources are constrained.

Ease of use and automation are central to the design of Eros. Marshalling screens allow administrators to manage electors and households in bulk, reducing manual effort and improving throughput. Communications can be handled quickly and securely, with letters dragged directly into an email queue where appropriate, and a seamless integration with GOV.UK Notify enabling automated email and SMS messaging in line with legislative requirements.

Workflow screens present complex processes in clear, at-a-glance views, while dashboards provide immediate visibility of key statistics, management information, and election timetables. Built-in safeguards ensure compliance with electoral legislation at every stage.

Service features

- Electoral registration and election management
- Document scanning support
- Postal vote verification
- Welsh language support
- On-premise and browser-based components
- Comprehensive reporting suite, including cloud reporting for statutory returns
- Data matching and data mining module
- Telephone canvass module
- Automated integration with GOV.UK Notify
- Fully integrated system architecture
- Workflow screens for clear, at-a-glance process management
- Comprehensive audit trails for electors and properties

Service Benefits

- High levels of automation to support touch-free processing
- Checklists to ensure all mandatory and optional tasks are completed
- Bulk processing that consistently applies business rules
- Intuitive drag-and-drop functionality
- Dashboards providing instant access to management information
- Scheduled processing to fit local working patterns
- GDPR compliance supported through controlled retention of scanned documents
- Ability to run multiple elections concurrently with ease
- Extensive scanning functionality to improve accuracy and save time

Managed services 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

Eros Cloud is fully hosted and backed up in Azure, which provides the hosted infrastructure and 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

Idox Elections is part of the wider Idox Software Group and operates within the governance and assurance framework of a large, established software organisation. We maintain robust IT and security processes designed to protect customer data and ensure service continuity. All systems are subject to regular, scheduled data back-ups, with back-ups taken daily and managed in line with group-wide policies. We have documented business continuity and disaster recovery arrangements in place to ensure that services can be restored promptly in the event of an incident. These plans are reviewed and tested on a regular basis to confirm their ongoing effectiveness.

Business continuity plan (BCP)

The Idox Software Group holds internationally recognised certifications including ISO 9001 (Quality Management), ISO 27001 (Information Security Management), and ISO 22301 (Business Continuity Management). These accreditations provide independent assurance that our controls, processes, and recovery arrangements are aligned with recognised best practice

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 the associated pricing document.

Onboarding

We provide comprehensive onboarding for new customers, with training delivered either on site or remotely. Training is carried out using the customer's converted data, ensuring delegates are working in a familiar and realistic environment from day one.

All projects are delivered by dedicated project management teams operating under PRINCE2 methodology. Each engagement begins with a tailored implementation project plan, supported by clear documentation and agreed governance arrangements to ensure transparency and shared accountability throughout delivery.

Electoral data is retained within a SQL Server database and remains accessible using standard reporting and data tools.

Data migration

Data migration is completed in two phases to minimise operational risk and downtime. An initial phase identifies and resolves any data conversion issues, followed by a fully automated live migration. This approach allows customers to move to the new system and be operational within days.

Training

Training is carried out using the customer's converted data, ensuring delegates are working in a familiar and realistic environment from day one.

Service management

Idox Service Desk

Our service desk operates from 8:30am to 5:30pm, Monday to Friday. In the run-up to key electoral events, we provide extended support for most major activities, covering 7:30am to 10:00pm on weekdays and 9:00am to 2:00pm on weekends and bank holidays.

Support requests can be raised by email, telephone, or through our customer portal. All cases are assessed and prioritised based on urgency and impact.

We maintain one of the highest ratios of service desk officers to customers among UK EMS suppliers, which underpins our strong reputation for responsive, high-quality support.

Our service desk is staffed by a mix of experienced IT technicians and AEA-certified electoral administrators. Many team members also have direct, hands-on experience working on elections, giving us a deep understanding of the practical pressures and expectations faced by our customers and stakeholders. This combination of technical and electoral expertise sets our support service apart within the EMS supplier community.

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.

Outage and maintenance management

We endeavour to keep our system open 24x7 and any maintenance is carried out outside of office hours.

Off-boarding

For offboarding, we work closely with both the council and the incoming EMS provider to support a controlled and well-managed transition. The new supplier determines what data must be retained, what can be extracted from the existing EMS, and what will be provided from the newly converted system, ensuring continuity and compliance throughout the process.

Customer responsibilities

To support effective implementation, configuration, onboarding, and ongoing use of the service, customers are responsible for providing appropriate resources and engagement throughout onboarding and live service operation.

The following customer roles are typically required:

Project Manager

A nominated Project Manager to act as the primary point of contact with Idox during onboarding, implementation and service changes. The Project Manager supports coordination of customer activities, scheduling, and issue escalation.

IT Manager / IT Support

Responsible for providing required local technical information, supporting end-user deployment and hardware, and assisting with network-related activities such as connectivity and email (for example SMTP configuration). This role may be fulfilled by multiple individuals where responsibilities are split, such as database administration.

Electoral Services Manager

Provides subject matter expertise for electoral processes and local practices. This role is responsible for reviewing and approving configuration decisions, participating in testing, and supporting local user readiness. They would typically lead or support training of other electoral users.

Named Electoral Services Users

Authorised users who participate in testing, familiarisation, and day-to-day operation of the service. These users support validation of functionality and adoption of local processes.

Customers are responsible for ensuring nominated users have appropriate authority, availability, and access to fulfil these responsibilities.

Technical requirements

Client-side requirements

End-user PCs must run a supported version of Windows. Core back-office web applications support Microsoft Edge.

Accessibility

As a web-based application users simply require a reliable internet connection to access the system, on a device running a mainstream web-browser. The Eros customer portal is accessible via standard web-browsers such as Microsoft Edge, Chrome, Firefox or Safari. Public-facing web applications support all major browsers.

Customer relationship management

We are committed to building collaborative and lasting relationships with our customers. After-sales support is provided by our Account Management, Delivery, and Service Desk teams, depending on the nature of the query. Each client is assigned a dedicated account manager who stays in regular contact and acts as a consistent point of ownership. We also recommend quarterly review meetings to walk through any issues raised, confirm how they were resolved, and share updates on new functionality and best-practice guidance.

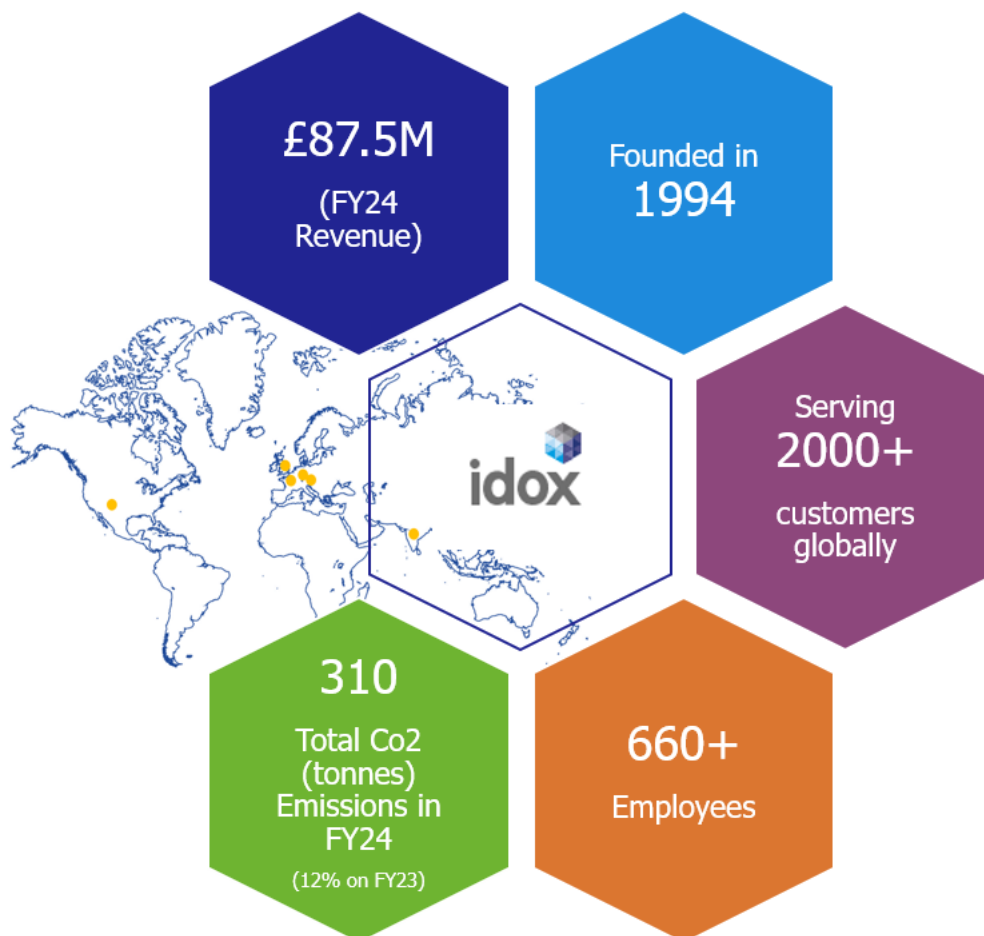
About Idox

As a UK based organisation with a long and enduring history supporting government in the UK and around the world, we design the smart digital solutions that help public sector organisations work better, stay compliant, and engage more effectively with citizens.

Our platforms are secure, scalable, and built to meet UK government standards. They support accessibility and strong data protection, following GDPR and ISO-certified processes. This means organisations can modernise services, optimise costs, and deliver better outcomes for their communities.

We make it easy for public sector teams to access our full range of services (cloud software, and support) through the Digital Marketplace. This streamlined approach saves time and removes the complexity of traditional procurement.

With a strong presence across the UK and over 650 colleagues, we are a trusted partner for digital transformation, bringing proven expertise, reliable technology, and a commitment to helping organisations achieve their goals. Whether it's improving efficiency, meeting regulatory requirements, or creating better experiences for citizens, we are here to empower you to *do more*.



Giving Back to Communities through Social Value

We are dedicated to running a business that helps customers *do more*, while creating a better world for everyone, our customers, our employees, and the environment around us.





In the summer of 2025, two of our colleagues used their paid volunteering day to support the North West area final of The Learning Partnership's 'Race to the Line' STEM programme. Local school children had been busy all year designing and building their racing cars and developing the STEM skills that will prepare them for the well-paid jobs of the future. Our colleagues were on hand to support the smooth running of the event and lend a hand to the students on this important day.

"We were really impressed to see the work that had been done, the children clearly loved the project and the final races proved highly competitive!"

Idox. Do more.

Here's how we help to make a positive impact:

- **Helping communities and the environment:** Our software makes government services better for people and the environment. Whether it is helping local authorities to plan and build towns and cities where people can thrive, providing the locations that the emergency services need to get to those in need faster or supporting the adaptive management of our conservation areas, Idox software products are making lives better throughout the UK, every day.
- **Investing locally:** We give back to local communities by supporting charities that are local to our customers with donations and access to funding opportunities to unlock investment where local people need it most.
- **Connecting our colleagues with causes that matter:** Every colleague at Idox is entitled to take a paid volunteering day each year to support local communities and charity projects that matter to them and their communities.
- **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. <https://www.idoxgroup.com/wp-content/uploads/Cabinet-Office-Carbon-Reduction-Plan-Template-Report.pdf>
- **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 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.

Throughout our business we hold ourselves to a high standard. We are committed to ethical business practices, including a zero-tolerance approach to modern slavery throughout our supply chains and prompt payment in line with the Public Procurement Act 2023. Our systems and processes are certified to the highest standards including:



Contact us

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