



Professional Services for Social Care SaaS Solutions

Service Definition

September 2026

Commercial in confidence

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Introduction

Service Description

This document provides the Service Definition for our Professional Services support which can be provided to customers using our SaaS Social Care solutions as listed on the G-Cloud 14 framework.

Consultancy, training and other services can be provided for the following solutions:

SaaS solution	Professional Services available
SEND Education, Health & Care (EHC) Hub	Training & consultancy
Directory	Training & consultancy
Directory	Web development

Notes:

- Professional Services are delivered remotely as standard. On site delivery is available for some services but is subject to a supplementary fee – please see our pricing document for details.
- Professional Services are only available to support the related Idox solutions as per the table above.
- The solutions within the Directory category:
 - Multi-Channel Hub – this includes:
 - ♦ SEND Local Offer Hub
 - ♦ Family Information Services (FIS) Hub
 - ♦ Adult Social Care (ASC) Hub
 - Single & Additional Channels:
 - ♦ SEND Local Offer Hub
 - ♦ Family Information Services (FIS) Hub
 - ♦ Adult Social Care (ASC) Hub
 - Directory Open Referral UK API
 - Directory Modules, including:
 - ♦ Personal Assistant (PA) Network
 - ♦ Disabled Children's Register

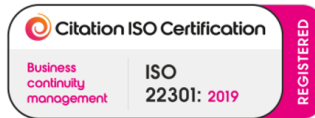
Managed Services and Security

Data Protection Standards and Procedures

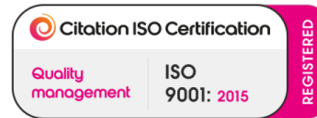
We are committed to high standards of information security, data protection, privacy and transparency and our systems and processes are compliant with applicable GDPR regulations. As a data processor, we place a high priority on protecting and managing data in accordance with accepted standards including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



Certificate No: 180572021



Certificate No: 263672020



Certificate No: 91362020



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.

Account Management and Ongoing Development

After Sales Account Management

We provide numerous customer engagement channels that may include (subject to change):

- Annual Customer Collaboration Conference
- Customer Collaboration Forum
- Working Groups
- Site visits

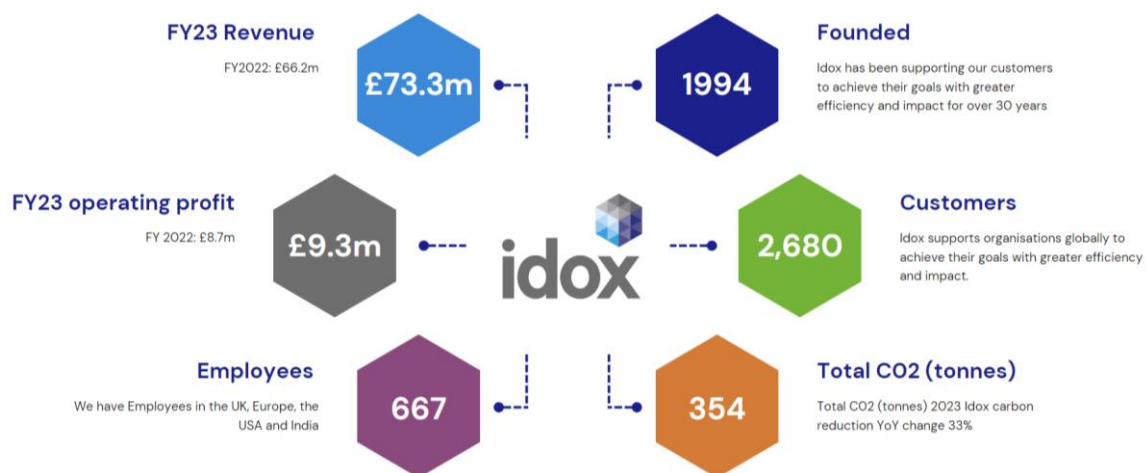
About Idox

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.

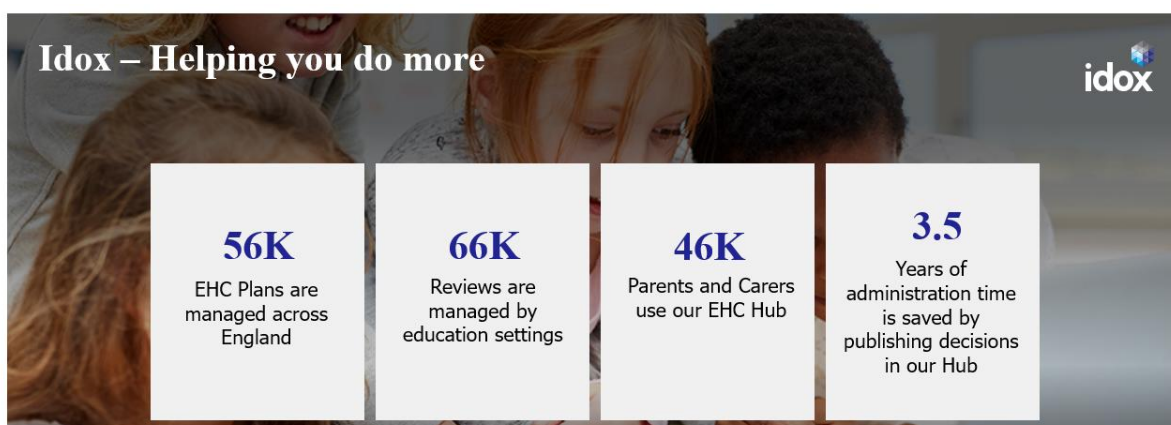
Our comprehensive suite of offerings allows organisations including local government, healthcare providers and educational establishments to do more for their customers and communities and make a lasting difference in the world.

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



Social Care Solutions

Delivered as software as a service (SaaS), our hubs and portals enable self-service and provide efficient and easy access to family, children's and special educational needs and disabilities (SEND) services.



Improve access to services and **achieve better outcomes** with Idox information, advice and guidance for social care and SEND

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.
- **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 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.



Case Studies



Idox. Do more.

“ —

It was great to see that our customer, Reading Borough Council, won the Best Local Offer award at the National Association of Family Information Services (NAFIS) in 2023. Idox continually supports its customers by offering website refreshes as part of its professional services offering. In 2022, Reading Borough Council underwent a comprehensive platform refresh for its SEND Local Offer website/directory. This refresh included workshops with a Local Offer working group comprising parent carers, voluntary, and statutory sectors. These sessions helped refine the platform's look and feel, navigation, and search options, ensuring it meets the specific needs of the community.

The success of Reading Borough Council at the NAFIS awards underscores the commitment of both the council and Idox to ensuring that services are tailored to the needs of the community. Through ongoing collaboration and innovation, Idox continues to set the standard for excellence in local government Family Information Services.

Jamie Rowell
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Contact us

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