



Service Definition

Engage – Citizen Engagement Solution (IVR)

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Commercial in confidence

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Introduction

Service Description

Engage provides citizen engagement solutions, as a managed inbound telephony service for public-sector organisations. It provides scripted DTMF call flows (menus, prompts and routings) and transfers calls to live agents.

Key features include:

- Inbound public telephony entry point for citizen enquiries.
- Configurable DTMF menus, prompts and routing rules.
- Supplier-managed scripting and call-flow configuration.
- Transfer to live-agent queues or numbers provided by the customer.
- User reporting for minutes, call volumes and trends.
- Managed minor change requests within an agreed annual allowance.
- Optional SMS follow-up with links to digital service (if included as a chargeable add-on).

Associated Services

Implementation, training services and professional services for major change requests are scoped and priced separately.

Value Proposition

For citizen-facing organisations, such as local authorities and public bodies, the Engage solution provides a trust-worthy, efficient and knowledgeable channel for citizens to self-serve reducing pressure on customer-facing teams.

Engage provides a secure, reliable and cost-effective way for public sector organisations to deliver timely, consistent support to citizens. This improves response times and enhances the overall citizen-experience.

Engage can be deployed quickly, with supported configuration specifically designed to meet organisational needs, and scaled as demand grows.

Managed Services and Security

Engage (IVR) is delivered as a managed service by Idox, including configuration management, monitoring and incident handling.

Data Protection Standards and Procedures

Data protection obligations are addressed contractually, including a Data Processing Agreement (DPA) where required. Data may be stored and processed in the United Kingdom, however depending on specific features required by the customer, data processing locations may also include the European Economic Area (EEA) or other locations.

Hosting Infrastructure

The Engage platform is hosted within UK based regions that include load balancing and auto scalable instances for any required demand.

Data Back-Up and Restoration

Back-up and restoration arrangements are operated by Idox in line with internal policies and contractual requirements.

Business Continuity Statement / Plan

Business continuity arrangements are maintained by Idox and are available on request.

Privacy by Design

Buyers are supported through onboarding and regular reviews to design and maintain IVR call flows that minimise unnecessary data capture and to route citizens efficiently to the appropriate destination.

Accessing the Service

Ordering and Invoicing

The service is available via the G-Cloud Digital Marketplace using the standard order form and call-off contract.

Pricing Overview

Pricing is provided separately via the Digital Marketplace listing.

On-Boarding

Buyers are supported through onboarding to achieve their requirements, including:

- Designing and agreement of required scripts, prompts and routing destinations.
- Configuration and testing of call flows.
- Go-live support.

Service Management

Buyers have a dedicated Account Manager and access to the Idox Service Desk via the Customer Portal. Throughout the service, buyers receive:

- Supplier-managed scripting and configuration.
- Minor change requests managed within annual allowance; major changes scoped separately.
- Operational monitoring and incident management via Service Desk.

Service Levels

Availability is measured monthly, excluding scheduled maintenance and events outside supplier control, as defined in the SLA.

Service Credits

Service credits (if applicable) are defined in the call-off contract.

Outage and Maintenance Management

Planned maintenance and unplanned incidents are managed through our operational processes and communicated to customers via agreed channels.

Off-Boarding

On termination, we will decommission the service and handle customer-specific configuration and data extraction in line with contractual and policy requirements.

Customer Responsibilities

To enable Engage IVR to operate successfully, the customer is responsible for:

- Providing live-agent transfer destinations and maintaining their availability.
- Providing and approve scripts / content for prompts and routing.
- Managing internal telephony processes and any downstream handling.

Technical Requirements

Client-Side Requirements

Customers must provide transfer end-points (numbers/queues) and any required call handling arrangements.

Account Management and Ongoing Development

Account management is provided by Idox. All customers have a dedicated Account Manager. Ongoing development is managed through the Idox product lifecycle and change control.

Development Lifecycle of the Solution

Engage (IVR) is built using Infrastructure as Code, therefore infrastructure and software updates are both subject to our release pipeline and procedures. Code and built containers are scanned for potential security issues prior to deployment to the Production environment (per release). We also carry out regular code level scans to identify newly discovered vulnerabilities and emerging threats.

IDS/IPS and system monitoring are in place. Patches are deployed in line with our patch management policy and CE+/ISO27001; for example, critical vulnerabilities must be patched in no more than 14 days.

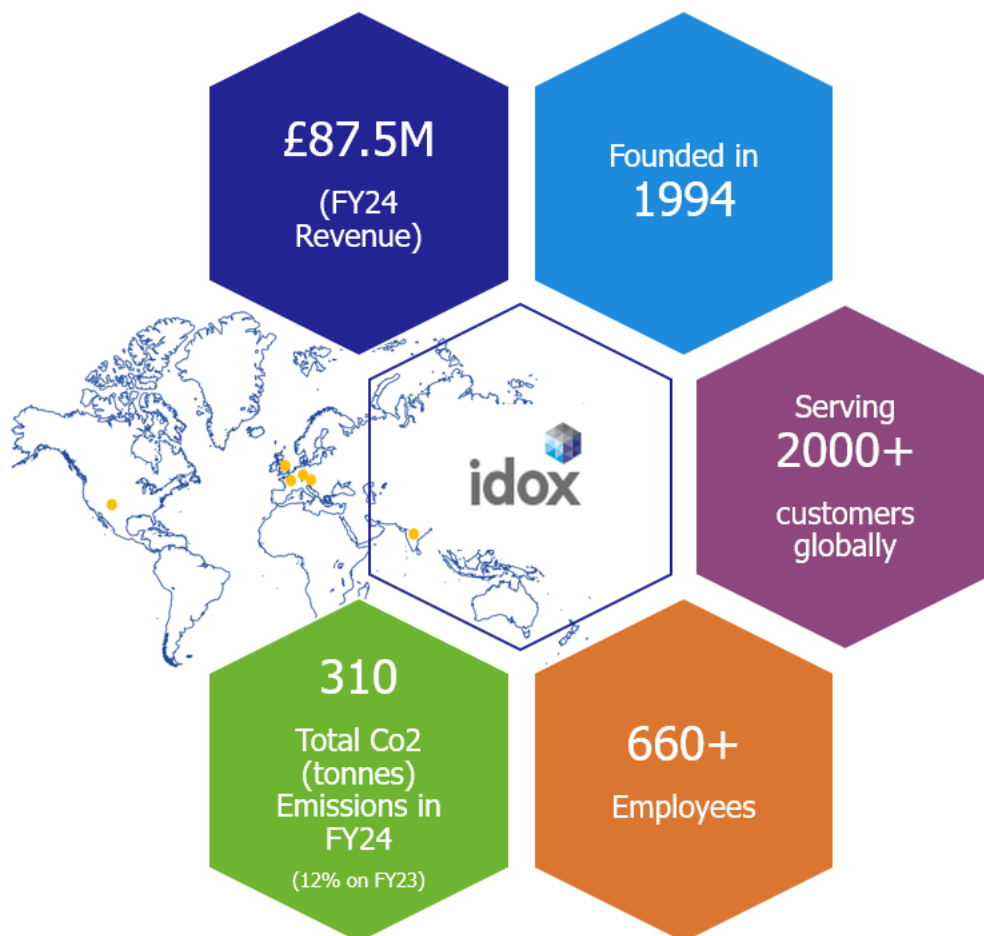
About Idox

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*.



About Engage (IVR)

Engage (IVR) forms part of Idox Engage's citizen engagement solution.

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.



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Case Studies

Case studies are available on request.

Contact us

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