



Cloud Software Service Definition

Case Management powered by
Jadu Connect

Jadu is on a mission to become the world's most accessible digital platform.

Our documents are presented in an open format to ensure the content is accessible to everyone.

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What is Jadu Connect?

Jadu Connect is a web-based customer experience management service for customer case resolution. Jadu Connect lets your customers interact with you to solve their issues and provides updates about their case. Jadu Connect is suitable for handling different types of customer interactions such as complaints, disputes, requests, applications, subscriptions and more.

Jadu Connect makes it easy for your staff to serve customers through online and offline channels with a simple, intuitive user interface. Customers, staff members and third parties share the same view of a case where they can collaborate in real-time and view a full timeline history of the case.

Jadu Connect is a 'no code' service, designed to enable business users to own and manage service design without the need for any programming. Jadu Connect seamlessly integrates with the Jadu Central platform meaning that a customer can go to your website, complete a web form which is received as a case by a staff member, and receive updates through to resolution as one smooth experience.

Overview of Features

Product Mix

Jadu offers its products through different service bundles, each catering to slightly different use cases. The most appropriate bundle for your organisation will depend on your specific needs and requirements.

These service bundles are listed as separate lots on the G-Cloud framework, allowing you to procure the solution that best aligns with your objectives.

To assist in selecting the ideal service for your needs, a comprehensive comparison table is provided at the end of this document, outlining the key features and capabilities of each bundle.

We encourage you to review this table carefully and assess your organisational priorities to identify the Jadu service that will deliver the optimal value and functionality for your digital transformation initiatives.

Service	Platform components included
This service: Jadu Connect	Jadu Connect: Web based customer experience and case management.
Alternative service: Jadu Digital Platform	Jadu Central: Accessible website and forms. Jadu Central is a single tenant software service. Jadu Connect: Web based customer experience and case management. Jadu Connect is a Multi-tenant software service.

Service	Platform components included
	Jadu MyAccount: Additional tools to create a personalised user account experience integrating your Jadu Central and Jadu Connect transactions.
Alternative service: Jadu Digital Platform Lite	Jadu Central: Forms only, minimal content management tools Jadu Connect: Web based customer experience and case management. Jadu MyAccount: Additional tools to create a personalised user account experience integrating your Jadu Central and Jadu Connect transactions.
Alternative service: Jadu Central	Jadu Central: Accessible website and forms, full platform
Alternative service: Jadu Central Lite	Jadu Central: Accessible website and forms, partial platform including all of forms functionality, but only partial content management features.

Cases and Workflow

Jadu Connect offers a unified cloud platform that empowers organisations to digitally transform how they connect with customers, delivering seamless and intuitive experiences across channels.

With real-time engagement capabilities, customers can communicate online, reducing inbound calls and in-person visits. Self-service portals allow customers to access services anytime, anywhere, on any device, with capabilities including:

- An easy-to-navigate timeline view of messages relating to a customer's case
- Addition of notes relating to a customer, which can be set as alerts on each case they create
- Click-to-call integration with telephony providers
- Provision of business accounts which facilitate tailoring services applicable to businesses, managing transactions between multiple representatives of an organisation and providing a single point of contact for all transactions related to a business
- Provide updates to the customer from back office systems via two way integration
- Powerful rule engine to automate workflow tasks

Jadu Connect's no-code configuration accelerates the rollout of digital services, saving valuable time and costs. Jadu Connect enhances customer satisfaction through faster resolution times, transparent service visibility via a single customer-centric portal that builds trust, and automated processes that minimise wait times.

Integrations

Jadu's Integrations Hub simplifies connecting Jadu Connect with third-party services and back-office systems. It provides standardised, out-of-the-box integrations with popular solutions like Brightly Asset Management.

As part of the core Jadu platform, standard integrations with common lines of business systems are continuously developed and released, becoming available to all customers. For some integrations, professional services may be required for implementation, which can be provided through Jadu's G-Cloud 'Cloud Support' at published rates. Select premium integrations also attract an annual support fee.

The integration roadmap continuously expands through collaboration with customers and partners. Jadu transparently shares their roadmap and welcomes ideas for new connectors and enhancements.

By delivering pre-built integrations across the platform, the Integrations Hub accelerates connectivity projects while ensuring robust interoperability across an organisation's ecosystem. This lowers integration costs and timelines compared to building and maintaining custom integrations.

Reporting

Jadu Connect provides comprehensive reporting tools that facilitate data analysis and management information reporting. Key capabilities include:

- Trend reports for case types, services, or across all cases with filtering by date range
- Flexible CSV data exports with user-defined filters and field selection for case data
- Integration with external reporting tools like PowerBI via the Jadu Connect service API

Advanced reporting is enabled through real-time webhooks that securely transfer data updates to corporate data warehouses or reporting systems as events occur (e.g. case creation, status changes). This eliminates polling and captures discrete data changes.

The centralised reporting functionality, combined with customisation options and seamless integration pathways, empowers organisations to gain actionable insights from their digital operating data across channels.

Benefits to You and Your Customers

- Provides organisations with the self-sufficiency to design, develop, deploy and manage digital services in real time without reliance on the supplier. Business users own and manage configuration and rules
- No programming required
- Build and update services faster using a simple UI
- Promotes channel shift and customer self-service
- A responsive interface enables cases to be managed on any device, at any time
- Automate manual processes – enables automation of notifications, escalations and assignment of tasks either within your organisation; with the customer; and with external suppliers who deliver services on your behalf. All notifications and escalations are rules based entered via a non-technical web interface and can be email, SMS or paper based
- Focus your agents' time on higher value activities
- Improve customer satisfaction through better communication and updating
- Puts the customer in control of the data entered for a service. This can trigger actions by line of business systems through automated notifications and integrations – building human-machine collaboration in a language that both can understand
- Uses cloud technology removing the restrictions of on-premise infrastructure and provides the agility to rapidly scale
- Prebuilt integrations with many common platforms used in public services delivery

Key Features

- Jadu Connect leverages the power of the Jadu platform to provide a secure, configurable case management and customer experience solution.
- A timeline view of a customer's case
- User friendly interface allowing non-technical users to configure workflow, rules and notifications
- Real-time case updates and messaging
- Single view of a customer record and history
- Single Sign On for end users into external portals and systems. Jadu Connect acts as an identity provider to other systems using the OAuth Open ID Connect protocol

- Is entirely API (Application Programming Interface) based. This means that as long as your line of business system can pull and push updates via a web service, then Jadu Connect can integrate with it.
- Webhooks for pushing data in real-time to other systems such as Zapier or Azure Logic
- Easily set-up time-based rules and SLAs
- Mobile and device friendly
- Granular and configurable user access model. Simple customisation of roles and permissions across different work areas.
- MI reporting via data extract
- Generate letters from online cases

Security

Jadu Connect is a 'Software as a Service' (SaaS) solution hosted on a UK based assured cloud platform, that is designed and optimised to meet the unique information assurance needs of UK public sector organisations. The service is deployed into a highly resilient and disaster tolerant infrastructure design. Internet connectivity is provided via multiple links to Tier 1 bandwidth providers.

All data in-transit is encrypted. All interactions with the Jadu Connect platform, whether via the user interfaces that we provide or via the APIs used for systems integrations, will always be transmitted over a valid https (TLS v1.2) connection.

All sensitive or personal data stored at rest is encrypted. This includes personal details (names, emails, addresses, telephone numbers), user supplied values stored against cases, communication (email) logs etc.

There is an automatic time-out of the service if the browser is inactive for 15 minutes.

A managed antivirus solution provides real-time protection against viruses, worms, trojans, spyware, malicious behaviour and root-kits, with automatic updates to ensure protection against the latest threats.

Through our hosting partners, multiple levels of security are employed in order to ensure that only data centre Operations Engineers are allowed physical access to routers, switches and servers.

Why use Jadu Connect?

A Customer First Approach

Jadu Connect is Customer Experience Management, providing CRM, case management and real-time tracking.

Jadu Connect is the progression from the traditional CRM focus on data management to the delivery of consistent customer experiences that delight customers through the design of processes and outcomes from the customers' perspective (think outside-in rather than inside-out).

This transposition of focus provides organisations with the capability to deliver customer information across channels and devices at the exact time and location where it can be leveraged to positively affect customer experiences.

Jadu Connect provides a customer centric view with a snapshot of all interactions a customer has with an organisation and enables the customer to interact directly with an organisation; with both customer and organisation having the same view of information; both being able to comment, track progress, raise concerns and view/upload digital assets as required. It can also surface information stored in legacy Line Of Business systems to the customer.

Jadu Connect firmly puts the customer first. It is the removal of the concept of a hidden back-office. There is transparency between customer and organisation - building up the relationship of trust.

Connect, Communicate and Share in Real-time

Real-time updating for all users affording instant communication, feedback and updates on the status of a case or service. This can be via multiple channels - email, web, SMS and of course the platform itself. The interface is accessible, responsive to mobile devices and easy to use. The interface also offers visual consistency across all cases and interactions whilst providing simple, non-technical tools.

A 'Low-Code' Solution

The Jadu Connect is a 'low code' service which enables client users to own and manage service design and deployment without the need for complex programming. Enable business users to own and manage service design without the need for any programming.

"Jadu is so easy to use - it's not just low code, it's no code." - Sue Davis, Web Content Manager, Medway Council

Accessibility

Jadu is designed to deliver content that meets the WCAG 2.2 AA standard for web accessibility.

This aims to ensure that the service you provide is accessible for all users, including customers with visual impairment and users of assistive technology such as screen reader software, and ensures that your organisation complies with the Equality Act.

Support and Service Management

All Jadu Connect software updates / releases are automatically provided as part of the service. Within Jadu Connect, the organisation which has taken a subscription is responsible for first line support to:

- Create users and reset passwords
- Activate online accounts for customers
- Reset customer passwords
- Create / update notifications by email, letter, SMS
- Set Service Level escalations based on date rules
- Create / amend workflows, case statuses, case transitions
- Create / maintain roles for users and user groups

None of the above require assistance from Jadu Connect support. Should Jadu Connect support be required, it will be chargeable as professional services consultancy or training to help develop you to become self-sufficient.

When an incident is reported that impacts any third party integration then Jadu will work with the organisation and the third party provider of the line of business system to rectify the issue. If the issue has been caused by a change to the configuration of the third party system that has not been communicated to Jadu then professional services will be charged to update the integration if required.

Issues with Line of Business systems themselves; customer payment solutions; and non-Jadu powered websites remain the sole responsibility of the organisation that has taken the subscription.

Training

Jadu provides high quality and informed online certification for all Jadu products at a Foundation level. Practitioner certification is a mixture of online and practical assessment.

Foundation and practitioner are non-technical training suitable for website editors and administrators; and business analysts for service/form design and build. Practitioner training courses are interactive with attendees required to build out content and services during the day to receive certification.

The Jadu Connect Advisor Training course is free and available with no limit on registrations.

Data

GDPR and Data Retention

In Jadu Connect, the Bulk Data Retention feature enables sensitive data redaction across multiple cases via API requests for GDPR compliance:

- Bulk redact personal data for cases matching specified filters
- Automate redaction workflows by transitioning redacted cases to designated statuses
- Schedule manual or automated API requests for routine data minimisation

Data Processing

Data processing may be carried out by employed and contracted staff working for Jadu Ltd and our subsidiaries including Jadu Creative Ltd. In addition to this, the following entities are subcontractors who act as sub processors and may process personal data outside the EEA:

- Amazon Web Services UK Ltd.
- Alert Logic UK Ltd.
- Mailgun Technologies, Inc. (where optionally enabled within your Jadu Connect service integrations Hub)

Our customers' consent will be sought for the use of any additional named subcontractors who are to act as sub-processors, as and when required.

Hosting

- **Jadu Connect:** multi-tenancy, virtualised servers which support multiple customers. Servers are managed by Jadu and hosted at AWS.

Hosting is provided on Jadu's leased UK based cloud infrastructure at AWS with guaranteed 99.9% service uptime (as measured over the subscription period).

- 24/7/365 staffed technical support with 3-hour guaranteed response time
- Resilient architecture resides across multiple availability zones
- Web Application Firewall
- Antivirus protection
- DOS/DDoS protection
- Performance monitoring, alerting and scaling
- All Platform managed by Jadu's Ops team, including monthly security patching

Service information

Jadu Connect's subscription model removes impractical barriers and offers flexibility in terms of service initiation and termination.

On-boarding: to sign up to Jadu Connect, please contact Jadu.

Ordering and invoicing process: your monthly subscription is billed in advance, on a 6- or 12-month cycle. You will need to supply a Purchase Order number; you will be invoiced for your monthly subscription, with payment due within 30 days by bank transfer

Off-boarding: On termination, your Jadu Connect portal becomes offline immediately and no further subscription charges will apply. You will have access to your data for a further 30 days

Data extraction costs: there are no costs for data extraction. If you require Jadu assistance for data extraction then Jadu professional services will be charged

Aggregated billing: aggregated billing can be provided for multiple Jadu Connect accounts, and for multiple Jadu cloud services

Terms of service: your use of Jadu Connect is subject to the Jadu Cloud Terms of Service. By signing up to the service you agree to acceptance of these Terms of Service

Termination: No termination charges are payable, however, any outstanding charges must be paid in full at the time of termination. Full termination terms are given in the Jadu Cloud Terms of Service

Support levels: support response and resolution levels are given in the support SLA

Usage and availability: the service availability target is 99.9%, subject to a current subscription being held

Planned service changes and deprecated features: deprecation of functionality and features will be outlined in service updates and communicated directly to subscribers. Planned maintenance, including rolling out of new features, will be carried out in a maintenance window that is detailed in the Terms of Service. Unplanned maintenance may be carried out at other times, with at least 6 hours' notice provided except in cases of urgent issues, which require immediate attention. New functionality will be communicated in the same way, and users can also view the Jadu Connect roadmap for an outline of functional changes under consideration.

Add-ons and Enhancements

Unlock a world of possibilities with our platform's extensive range of enhancements, meticulously crafted and maintained by Jadu. From advanced features to cutting-edge integrations, these enhancements offer tailored solutions to elevate your digital experience. Available at an additional cost, they provide the flexibility and scalability needed to meet your evolving needs and stay ahead of the curve in today's dynamic landscape.

Premium Integration Connectors

Unlock seamless integration capabilities with the Jadu platform, where standard integrations with common lines of business systems are developed and included in the core software, available for all customers to utilise.

In addition to standard integrations, premium integrations are also available, offering advanced functionality and enhanced features.

Examples of premium integrations include:

- Capita Pay360 Integrations Hub Connector
- Capita One Digital Portal Single Sign-On Connector
- NEC Software Solutions Housing Portal (HOL) Single Sign-On Connector
- NEC Software Solutions Citizen Access Benefits (CA-B) and Citizen Access Revenues (CA-R) Single Sign-On Connectors
- Bartec Collective (v14+) Connector
- Idox Cloud Integrations Hub Connector
- NEC Software Solutions M3PP / Assure Integrations Hub Connector (requiring Jadu HUBis subscription)
- Whitespace Integrations Hub Connector (requiring Jadu HUBis subscription)
- Idox Uniform Integrations Hub Connector (requiring Jadu HUBis subscription)
- Blue Prism Connector (requiring Jadu HUBis subscription)

Enhance your integration capabilities further with features like the Jadu OAuth Client Manager, enabling seamless authentication linking with third-party systems.

Optional Additional Applications

Jadu Hub Integration Server (HUBis)

Unlock seamless integration capabilities with the Jadu HUB Integration Server. This product provides a common interface for integrating with supported third-party systems. Professional services are available for setup, ensuring a smooth and efficient integration process.

Idox SinglePoint

Ensure seamless address lookup functionality on your digital customer platform with an NLPG-based service. If you're not already utilising SinglePoint or Esri ArcGIS Enterprise/Server with UK Data Loader, Jadu offers Idox SinglePoint via subscription. Simplify address verification and enhance user experience with Jadu's integrated address lookup solution.

Delivery Services

Jadu provides Professional Services to support implementation projects. The mix of roles depends on scope, technology, and configuration. The following are the services that are available to facilitate the implementation of the Jadu solutions. Additional professional services can be purchased from GCloud (RM1557.15) Lot 3. Services are charged per the SFIA Rate Card.

Jadu Content Design Services

We believe that content is the foundation of successful digital experiences. Jadu content design services encompass expert consultancy, training courses, workshops, and audits. We help customers understand the impact of clear language and accessibility, address challenges in implementing content strategies and share best-practice for developing, maintaining, and optimising content.

Jadu Digital Platform – Integration Services

Jadu offers custom integration services for solutions beyond our standard Integrations Hub. A dedicated development team can create both simple and complex integrations to connect with diverse back-office systems, ensuring seamless functionality and enhanced digital experiences to meet specific organisational needs.

Jadu Digital Platform - Rapid Scoping Workshop

Jadu's rapid scoping workshop helps organisations quickly assess how the Jadu Digital Platform can be used to deliver efficient, innovative digital services that improve digital experiences for customers. Our workshop assesses your high-level requirements, identifying how the platform can be configured to meet your needs and those of your customers.

Jadu Digital Platform Creative Design Services

At Jadu, we craft bespoke websites with a user-centric approach. Beginning with discovery sessions and workshops, we delve into user research to shape the design strategy. Employing user-centred design, we address user interactions and challenges, ensuring a seamless process from start to finish for an optimal user experience.

Jadu Digital Platform Custom Software Development Services

Jadu's team of expert developers can build customised widgets, modules and features to suit your needs. Customisations can help you to further leverage the power of the Jadu platform, accommodating simple to complex requests. Additional scoping services may be required to determine your requirements.

Jadu Digital Platform Custom Software Development Services – Rapid Scoping Workshop

Custom software development can extend the Jadu Digital Platform by building bespoke widgets, modules and features to meet your requirements. Our development services can streamline services, enhance functionality and improve digital experiences for customers. Our rapid scoping workshop assesses requirements, defines approaches, evaluates costs and feasibility to produce High-Level Designs.

Jadu Digital Platform Integration Services - Rapid Scoping Workshop

Jadu offers custom integration services for solutions beyond our standard Integrations Hub. Our dedicated integration development team can create both simple and complex integrations to connect with diverse back-office systems, ensuring seamless functionality and enhanced digital experiences to meet specific organisational needs.

Jadu Digital Professional Services

Jadu offers comprehensive professional and technical services for digital transformation, leveraging the Jadu Digital Platform. From strategic consulting to service redesign, our services encompass planning, creative design, development, and accessibility training. Collaborating across disciplines, we ensure user-centric, accessible digital professional services and solutions that enhance service delivery and user experiences.

About Jadu

Jadu helps organisations around the world build the best possible connections to their customers via our low-code, easy-to-use platform, and multi-award-winning design team

Our Team

Jadu was founded in 2001 by Suraj Kika, who today serves as Group Chief Executive Officer. He was soon joined by our Vice President of Engineering, Andy Perkins and Head of Brand and Film-maker, Lee Pilmore. Today, we're a distributed team with people and customers all over the world.

It's our mission to 'Provide the tools to organise information across the enterprise and make it accessible to humans and machines' and accessibility is sewn into the fabric of everything we do.

Jadu is now on a mission to become the World's most accessible digital platform.

The Way of Jadu

We believe that the tools we make should be beautiful, accessible to the highest quality and loved by the people that use them.

We are committed to our people, our culture and our values. "Conduct honest business" is our first directive. It's policy at Jadu to be honest about our business relationships - our customers are our partners, which means transparency and trust.

Our Jadu family is passionate about everything we do, we love to delight and amaze each other and our customers.

Some of our customers

Jadu is proud to help Local Government and Higher Education organisations all over the world to deliver outstanding digital experiences.



Working in partnership

At Jadu we work in partnership with our customers with a focus on collaboration, co-production and knowledge transfer. Our work is guided by our Prime Directives, representing our core values. We employ highly skilled teams and diverse delivery models, emphasising continuous learning and innovation in digital transformation. Our approach ensures effective partnerships, delivering tangible benefits to our clients.

Accreditations

Jadu is accredited with ISO 27001 for information security and has a robust organisation-wide Information Security Management System. The ISO 27001 accreditation is subject to continuous review and a programme of both internal and external audits to ensure on-going compliance.

Jadu also has Cyber Essentials accreditation which is audited annually which includes our hosting service delivery within the defined scope of this certification.

Jadu is also accredited to ISO 9001 in terms of quality management.

Jadu is always looking to improve adherence to other security standards / certifications and as such standards evolve, so please contact us if any of the standards you are looking for are not mentioned in this listing and we will be able to confirm details with you.

List of G-Cloud Services

Lot Number	Listing
Lot 2b – Cloud Software	Jadu Digital Platform
Lot 2b – Cloud Software	Jadu Digital Platform Lite
Lot 2b – Cloud Software	Jadu Central
Lot 2b – Cloud Software	Jadu Central Lite
Lot 2b – Cloud Software	Digital Platform by Jadu (Renewals)
Lot 2b – Cloud Support	Jadu Digital Platform Central and Galaxies Themes
Lot 2b – Cloud Support	Jadu Digital Platform Creative Design Services
Lot 2b – Cloud Support	Jadu Digital Platform Custom Software Development Services
Lot 2b – Cloud Support	Jadu Digital Platform Custom Software Development Services - Rapid Scoping Workshop
Lot 2b – Cloud Support	Jadu Digital Platform - Integration Services
Lot 2b – Cloud Support	Jadu Digital Platform Integration Services - Rapid Scoping Service
Lot 2b – Cloud Support	Jadu Content Design Services
Lot 3 – Cloud Support	Jadu Health Check
Lot 3 – Cloud Support	Jadu Innovation & Solution Design
Lot 3 – Cloud Support	Jadu Discovery, Prioritisation & Planning
Lot 3 – Cloud Support	Jadu Digital Service Design & Delivery
Lot 3 – Cloud Support	Jadu Digital Services Training
Lot 3 – Cloud Support	Jadu Digital Platform Acceleration Services
Lot 3 – Cloud Support	Jadu Sprint Zero
Lot 3 – Cloud Support	Data Analytics and Business Intelligence
Lot 3 – Cloud Support	IT Governance and Compliance
Lot 3 – Cloud Support	Change Management and Training
Lot 3 – Cloud Support	CRM Strategy and Implementation

Lot Number	Listing
Lot 3 – Cloud Support	Digital Transformation Consulting
Lot 3 – Cloud Support	Innovation Workshops and Ideation Session
Lot 3 – Cloud Support	Process Automation and Efficiency
Lot 3 – Cloud Support	Service Design
Lot 3 – Cloud Support	Technology Road mapping and Advisory
Lot 3 – Cloud Support	Digital, Data and Technology Services Review
Lot 3 – Cloud Support	Digital Service Improvement Review
Lot 3 – Cloud Support	Digital Transformation Discovery and Roadmap
Lot 3 – Cloud Support	Digital Strategy and Roadmap
Lot 3 – Cloud Support	Digital Operating Model and Roadmap
Lot 3 – Cloud Support	Digital Applications Rationalisation
Lot 3 – Cloud Support	Digital Architecture and Roadmap
Lot 3 – Cloud Support	Digital Transformation Training
Lot 3 – Cloud Support	Digital Services Design and Delivery
Lot 3 – Cloud Support	Digital Strategy Evaluation
Lot 3 – Cloud Support	Digital Transformation Assessment
Lot 3 – Cloud Support	Digital Maturity Assessment
Lot 3 – Cloud Support	Jadu Digital Platform Training
Lot 3 – Cloud Support	Jadu Digital Platform Professional Developer Service Bundle
Lot 3 – Cloud Support	Jadu Accessibility Services
Lot 3 – Cloud Support	Jadu Accessibility Audits
Lot 3 – Cloud Support	Project & Programme Management
Lot 3 & Lot 2b – Cloud Support	Jadu Digital Professional Services

How to Obtain Further Information

For further information, please refer to our website www.jadu.net, email us at info@jadu.net or contact us on 0116 222 7242.

Full Feature Comparison

Content Management

Content Creation Features

Content Creation	Jadu Digital Platform	Jadu Digital Platform Lite	Jadu Central	Jadu Central Lite
Autosave: Prevent loss of work regardless of whether content has been saved manually during the editing process. Content recovery options allow amendments to be recovered, dismissed or reverted to the last saved version.	YES	YES	YES	YES
Track changes: Revert to previously saved versions of content from a version library that provides a side-by-side view of pages, with content changes highlighted accordingly.	YES	YES	YES	YES
Content locking: Lock content until a specific date and time. While content is locked, it can only be accessed by the administrator who applied the lock. Other administrators can request that the lock is released, triggering an email request.	YES	YES	YES	YES
Content scheduling: Schedule content to go live and offline automatically.	YES	NO	YES	YES
Metadata and SEO: Compliant with metadata standards, includes tools to manage indexing by robots crawling your website.	YES	YES	YES	YES
Homepages: Create highly personalised landing pages, category homepages and campaign pages. Using adverts banners and widgets, every element of homepages can be styled to your brand. Share and create new plugins and widgets with other Jadu users or download from Jadu's library of pre-made widgets.	YES	YES	YES	YES
Documents: Commonly used to publish long form content on your website. They can include links, images, tables, etc and be composed of one or more pages.	YES	NO	YES	YES
News: A news archive for time-sensitive content that reports news about your organisation.	YES	NO	YES	NO
Events: Create and manage a calendar of events on your website. It includes functionality such as recurring	YES	NO	YES	NO

Content Creation	Jadu Digital Platform	Jadu Digital Platform Lite	Jadu Central	Jadu Central Lite
events, public event submission and saved venues.				
A to Z of services: Provide your site users with a simple and efficient means to navigate all the services your organisation offers.	YES	NO	YES	NO
Councillors: A dedicated section for elected councillors, the party and ward they represent.	YES	NO	YES	NO
Meeting and minutes: Post information about committees, meetings and all related content such as agendas and minutes.	YES	NO	YES	NO
Directories: Create repositories for structured data and allow customer generated additions/amendments through a controlled workflow.	YES	NO	YES	NO
RSS feeds: News and Events modules within publishing provides access to content as RSS feeds. An administrative area allows management of your website's inbound RSS feeds.	YES	NO	YES	NO
Blogs: Create an unlimited number of blogs that can be deployed across your organisation, with blog owners able to moderate comments through simple accept/reject actions. Blog design templates can easily be selected or changed via a style template palette.	YES	NO	YES	NO
Announcements: Rapidly publish important messages/announcements across your entire site.	YES	YES	YES	YES
Homepage banner management: Upload multiple banners for activation as and when required, with the facility to randomise a selection or statically display a particular banner.	YES	YES	YES	YES
Supplements: Build a library of reusable contact details, hand customers off to relevant external content or call out related calls to action on the page. Update once and all related pages are updated.	YES	YES	YES	YES

Asset Management Features

Asset management	Jadu Digital Platform	Jadu Digital Platform Lite	Jadu Central	Jadu Central Lite
Image library: Upload image files to a fully searchable image library, enabling easy storage and retrieval.	YES	YES	YES	YES
Image category management: Manage the filing structure where images can be assigned within the platform.	YES	YES	YES	YES
Galleries: Create collections of related multimedia items (images, video, audio) and publish in a navigable, gallery format with automatically generated thumbnail versions.	YES	NO	YES	NO
Downloads: Upload files, such as leaflets or published documents to your website. Supported file formats include PDF, Excel, Word, text only and image files.	YES	NO	YES	YES

Utilities

Utilities	Jadu Digital Platform	Jadu Digital Platform Lite	Jadu Central	Jadu Central Lite
Login and access privileges: Create new users and specify granular levels of permissions to ensure user groups only see the necessary parts of your platform.	YES	YES	YES	YES
SAML integration: SAML single sign-on is available for both staff and public users.	YES	YES	YES	YES
Online now: View active administrators, their recent activity and send them direct messages.	YES	YES	YES	YES
Jadu search: Search across all content in the platform.	YES	YES	YES	YES
Create advanced workflow management: Changes will not go through your live site until they have been through the appropriate workflow. Configure using a simple drag and drop interface. Rollback functionality reverts to previously saved versions at any time.	YES	YES	YES	YES
Task notification: Built into workflow management, email notifications can be configured and sent to individuals or groups relating to items awaiting actions, review or expiry.	YES	YES	YES	YES
Category builder and site navigation: Fully customise navigation by managing your site's taxonomy. Publish	YES	YES	YES	YES

Utilities	Jadu Digital Platform	Jadu Digital Platform Lite	Jadu Central	Jadu Central Lite
information in several parts of your site while controlling it from a single source.				
Stylesheets: Upload new stylesheets and assign to different categories, individual content and user interaction related widgets.	YES	YES	YES	YES
Friendly and readable URL management: Generate readable URLs based on meta descriptions and page titles to create dynamic yet semantic web friendly URLs.	YES	YES	YES	YES
Link checker: Check all URLs on your website and receive a report detailing any broken links.	YES	YES	YES	YES
Image editor: Edit image files and optimise them for the web before publishing.	YES	YES	YES	YES
Advanced web analytics: View reports and insights into site usage relating to specific timescales, documents or within a category. Instant visual reporting on what your visitors are looking at and how they are interacting with your website.	YES	YES	YES	YES
LDAP: Synchronise with your Local Directory Access Privileges setting by mapping to existing user names or email addresses.	YES	YES	YES	YES
Reports: Detailed reports on website content, admin and user activity.	YES	YES	YES	YES
Collaboration management: Designate groups to edit and receive notifications on specific categories or pages.	YES	YES	YES	YES
Widget manager: Upload new widgets to your library or develop existing ones.	YES	YES	YES	YES
API: MyJadu API enables users to create applications around your website content through a web-based public development framework.	YES	YES	YES	YES
Accessibility checker: Check content before it is published with accessibility checks.	YES	YES	YES	YES
Theme settings: Manage the look and feel of your site	YES	YES	YES	YES

Utilities	Jadu Digital Platform	Jadu Digital Platform Lite	Jadu Central	Jadu Central Lite
from a non-technical interface within the application.				

Marketing and Content Personalisation Features

Marketing and content personalisation	Jadu Digital Platform	Jadu Digital Platform Lite	Jadu Central	Jadu Central Lite
Visitor log-in and personal homepage: Visitors can register and log-in to receive a personalised experience based on stated preferences.	YES	YES	YES	YES
List filter and export text / HTML emails: Filter by specific variables to create individual campaign lists for specific targeting, visitors can opt in or out of receiving emailing alerts and newsletters.	YES	YES	YES	YES
Content targeting and personalisation: Page elements can be targeted to individual visitors' preferences. Personalised widgets can be included to display visitors' interaction histories.	YES	YES	YES	YES
Log-in reporting: View and analyse visitors' login histories across specific date ranges.	YES	YES	YES	YES

Multi Website deployment

Multi Website deployment with Galaxies	Jadu Digital Platform	Jadu Digital Platform Lite	Jadu Central	Jadu Central Lite
Multi-tenant SaaS delivery: Build a private cloud of websites managed centrally. No technical skills required. Use a visual interface and choose from a collection of default templates.	YES	NO	YES	YES Subject to additional cost
Assign multiple URLs: Redirect a specific URL or add a number of aliases.	YES	NO	YES	YES Subject to additional cost

Multi Website deployment with Galaxies	Jadu Digital Platform	Jadu Digital Platform Lite	Jadu Central	Jadu Central Lite
Language pack creation: Easily amend language and terminology for web page functionality with facility to import / export.	YES	NO	YES	YES Subject to additional cost
Password Protection: Password protect and manage users on each Galaxies site.	YES	NO	YES	YES Subject to additional cost
Jadu log on: Assign administrators the ability to use sign on for access across all Galaxies websites.	YES	NO	YES	YES Subject to additional cost

Form Management

Form Development Features

Form Development	Jadu Digital Platform	Jadu Digital Platform Lite	Jadu Central	Jadu Central Lite
“Drag and Drop” forms builder: With a robust template system and simple, easy-to-use drag and drop interface, creating forms is a non-technical, no-code task.	YES	YES	YES	YES
Multi-page forms: Multi-page forms make completing complex forms far easier on mobile devices for users.	YES	YES	YES	YES
Logics and Calculations: A low-code interface provides non-technical business analysts a powerful tool to develop smart forms that leverage logics, branching and calculations within forms. Filter Form Logics by Name and Type on the Logics list view. Filter Form Logics by "Question to fill" and "Prefill value" on the Logics list view.	YES	YES	YES	YES
Instructions and help text: Ensuring that help text is clear is vital to both usability and accessibility. Jadu Central enables help text to be added on a question by question basis.	YES	YES	YES	YES
Mandatory and non-mandatory questions: Giving users the choice to complete questions as well as having a robust method for collecting the right data is essential to creating successful digital services.	YES	YES	YES	YES
Default answers: Help speed up form completion for your users by setting default question answers.	YES	YES	YES	YES
Prefill values: Prefill question answers with values from user account, earlier from questions, other systems and from url parameters.	YES	YES	YES	YES
Placeholder values: Assist your users by providing an example response as a placeholder.	YES	YES	YES	YES
Progress bar: Display a progress bar to provide an indication to your users of their progress through the form.	YES	YES	YES	YES
Resume or restart options: Decide where in the form	YES	YES	YES	YES

Form Development	Jadu Digital Platform	Jadu Digital Platform Lite	Jadu Central	Jadu Central Lite
users are returned after resuming the form from their my account. Return users to the start of the form or to the last question page that they were on before abandoning the form.				
Text component: Supports HTML text and text area input fields.	YES	YES	YES	YES
Multiple choice formats: HTML radio, select and checkbox input fields.	YES	YES	YES	YES
Repeatable question component: Capture multiple entries of the same questions.	YES	YES	YES	YES
File upload component: Accept attachments with the form submission. Multiple files can be uploaded to the same question and the type of file accepted can be restricted.	YES	YES	YES	YES
Date input component: Capture dates using HTML5 date input. Limit accepted dates to future only, past only and for a range.	YES	YES	YES	YES
Hidden value component HTML hidden input field	YES	YES	YES	YES
Confirmed entry component: Optionally require confirmation of an answer entered into a text field.	YES	YES	YES	YES
Public / private questions: Choose where the question is displayed, to the public on the website or to staff users on the internal view of the form or both.	YES	YES	YES	YES
Address Verification Lookup capability: Capture verified address data within the form by integrating with Idox SinglePoint, Esri ArcGIS Enterprise/Server (using UK Data Loader) or your own gazetteer (Address Finder).	YES	YES	YES	YES
Integrated components: Interaction with external data sources – web services, databases, etc. Integration points that developers can use to create new components, logics and actions to connect to external data sources.	YES	YES	YES	YES
Validation routines: Standard validation rules are provided out of the box for common data patterns	YES	YES	YES	YES

Form Development	Jadu Digital Platform	Jadu Digital Platform Lite	Jadu Central	Jadu Central Lite
including alphabetic, alphanumeric, date formats, email addresses, UK national insurance and passport numbers. Extend the core set of validation options by creating your own validation routines using regular expressions.				
Page level branching: Configure page level branching, direct users through a form based on responses and logic to specific questions.	YES	YES	YES	YES
Conditional question sections: Group questions into sections and show the section based on responses within the page, date, time, type of user.	YES	YES	YES	YES
Event booking component: Integrate forms with Microsoft Office 365 calendars and take/manage bookings through forms.	YES	YES	YES	YES
Shared form page templates: Create and share pages between forms, update multiple forms at once by editing the page template. Changes go require workflow approval and a version history allows pages to be rolled back if required.	YES	YES	YES	YES
Custom form completion pages: Provide the next steps for your customers by customising the form completion page using a WYSIWYG editor and placeholders.	YES	YES	YES	YES
Automatic PDF form receipts: Jadu Central can be configured to generate a completed PDF form on form submission as a receipt or where a wet signature may be required.	YES	YES	YES	YES
Email alerts: Unlimited per form configurable email alerts. Configure email messages and receipts easily including printing any form submission data into the email.	YES	YES	YES	YES

Form Publishing Features

Form Publishing	Jadu Digital Platform	Jadu Digital Platform Lite	Jadu Central	Jadu Central Lite
Offline forms: Take individual forms offline or take all forms offline at the same time.	YES	YES	YES	YES
Invisible forms: Make live forms hidden on the website but accessible via the form URL.	YES	YES	YES	YES
Publishing options: Publish the form to your website, to staff users or embed the form on third party websites using form embed.	YES	YES	YES	YES
Archived forms: Forms can be archived along with all the form submission data (subject to your data retention policies).	YES	YES	YES	YES

Security Features

Security	Jadu Digital Platform	Jadu Digital Platform Lite	Jadu Central	Jadu Central Lite
Secure storage of user data: All data in Jadu Central is encrypted.	YES	YES	YES	YES
CAPTCHA verification: Require the successful completion of a CAPTCHA before the form can be submitted.	YES	YES	YES	YES
Force user authentication: Ensure users have an account and are signed in before allowing them to complete the form.	YES	YES	YES	YES
Data retention: Control how long received form data is held in the system, remove user data and reporting data at the same time or separately. Decide what sort of data should be removed and when. For particular sensitive forms, such a child safeguarding the data can be removed upon submission after form actions have completed.	YES	YES	YES	YES

Forms Administration Features

Form administration	Jadu Digital Platform	Jadu Digital Platform Lite	Jadu Central	Jadu Central Lite
Complete forms on behalf of a customer: Staff view of the form with private questions, forms can be completed on behalf of a customer and will appear in their My Account.	YES	YES	YES	YES
Received form processing: View form responses in the control center.	YES	YES	YES	YES
Audit trail of emails sent by the system: Track all the automated email sent after a customer submits a form for full audit on communications.	YES	YES	YES	YES
Form import / export: Export forms and import them into other systems for example from UAT to Production. Take forms from the Jadu Library and import them into	YES	YES	YES	YES

Form administration	Jadu Digital Platform	Jadu Digital Platform Lite	Jadu Central	Jadu Central Lite
your system.				
Form duplication for increased productivity: Make a copy of your forms and share them with other users or on the Jadu Library.	YES	YES	YES	YES
Form action failure notification: Be notified if a form action fails. Notifications can be temporarily muted, or unsubscribed from.	YES	YES	YES	YES
Search and filter received forms by properties: A powerful search that enables you to locate forms submissions based on any of the properties in the form.	YES	YES	YES	YES
Form metrics – usage and reporting console: In app reporting to give you a detailed dashboard of form submissions and popularity as well as drop off points.	YES	YES	YES	YES

Forms - Customer User Experience

Forms - Customer user experience	Jadu Digital Platform	Jadu Digital Platform Lite	Jadu Central	Jadu Central Lite
Marketing module integration: Track customer interactions when using the Jadu Marketing Module, allowing user registration and personal account usage for progress tracking.	YES	YES	YES	YES
Save and Return: Support for form continuation at a later date through the MyAccount dashboard. Customers can start a form and save its progress to their account for completion at a later date.	YES	YES	YES	YES
Customer form submission archive and history: Customers can view a history of all the forms they completed as well as any payments they have made from their MyAccount dashboard.	YES	YES	YES	YES
Flexible form variable data output: Variable taken directly from form submission allowing you to send exactly what is required to any person or system.	YES	YES	YES	YES

Forms - Customer user experience	Jadu Digital Platform	Jadu Digital Platform Lite	Jadu Central	Jadu Central Lite
Responsive design templates for support on all devices: Forms are accessible (to WGAG guidelines) and are responsively designed to work on all devices.	YES	YES	YES	YES

Forms - Integration Tools

Forms - Integration tools	Jadu Digital Platform	Jadu Digital Platform Lite	Jadu Central	Jadu Central Lite
Configurable data exports; manual or scheduled: CSV, JSON, XML file formats can be exported from the platform.	YES	YES	YES	YES
Form data pre-formatting routines at point of export / data push: Format data so it can be exported in the way you need.	YES	YES	YES	YES
Data File output feature – enabling extensible connector development: Export form data on submission in XML or CSV format over FTP and SFTP connections. Developers can create custom connectors for other transfer protocols if required.	YES	YES	YES	YES
Jadu Payments Bridge module (optional): Jadu Paybridge enables a number of payment service providers (credit card processors) to be added to a form. Paybridge is a management system that allows you to take payments within a form and manage all transactions in one place.	YES	YES	YES	YES
Custom form actions: Output data from a form to a third party system upon form submission (such as a CRM system) with custom forms actions.	YES	YES	YES	YES

Case Management

Case Management and Collaboration	Jadu Digital Platform	Jadu Digital Platform Lite	Jadu Connect
Collaborative, real-time timeline for case views: Jadu Connect features a timeline view of cases where both the customer can track and trace their cases and the Authority can view the same cases but with extra detail that is not available to the customer.	YES	YES	YES
Case workflow and automation: Business Analysts can create workflow around business processes and workflows to design services that empower users and business managers to action and progress cases through different statuses. Transitioning cases can also be automated and tied to SLA's.	YES	YES	YES
Messaging: As well as real-time messaging in the case timeline, Connect offers an easy to configure and manage messaging system that enables case alerts and notifications via email.	YES	YES	YES
Assignment: Cases can easily be assigned to individuals and teams / groups either manually by a case manager or automatically using the in-built rules engine.	YES	YES	YES
Case notes and alerts: Administrators can add case notes and alerts that the customer will not see - to help guide other administrators and case managers around important notes and messages relating to the customer.	YES	YES	YES
Case files: Files are managed inside of Connect and can be accessed easily through the case timeline and in a dedicated files tab.	YES	YES	YES
Case history: A complete view of the case is available for administrators to immediately see what has happened within the case and when.	YES	YES	YES
View and edit case details: The ability to view and edit all values including linked people, addresses and case dates from a 'details' tab.	YES	YES	YES
Delete personal data from a case: As part of GDPR support, cases can have all personal data redacted / removed.	YES	YES	YES
Case filters and workqueues: Easily view cases by their properties including SLA times and statuses as well as by case type.	YES	YES	YES

Case Management and Collaboration	Jadu Digital Platform	Jadu Digital Platform Lite	Jadu Connect
Case export: Export case data to CSV file format for use in third party applications.	YES	YES	YES
Reports: As well as a framework for programmatically accessing reporting data via Webhooks and API for enterprise reporting, basic out of the box reports on cases and case load are provided.	YES	YES	YES

Case Management - Workflow Design

Workflow Design	Jadu Digital Platform	Jadu Digital Platform Lite	Jadu Connect
Manage workflows: Connect helps you manage workflows across your business, enabling you to create workflows for all your business processes to be digitised.	YES	YES	YES
Create and edit fields: Business Analysts can create highly customised services in a simple-to-use interface.	YES	YES	YES
Manage case forms: Data can be collected as a case passes through different statuses, adding to the case and ensuring that the case information is up to date.	YES	YES	YES
Manage email templates: Creating custom, automated email to customers as well as business users means that cases can provide transparency on resolutions as well as provide continual updates on case status.	YES	YES	YES
Manage automated rules: Provides a powerful rules engine to drive automation in workflows - including SLA rules, managing notifications and triggering integrations to back office applications.	YES	YES	YES
Limit the number of open cases per address: limit the number of service requests per unique property address for a given case type / workflow.	YES	YES	YES
Control end user visibility of a case: Enable or disable the customer timeline (disabling the timeline removes case transparency so Connect can be used as a 'back office' application).	YES	YES	YES

Workflow Design	Jadu Digital Platform	Jadu Digital Platform Lite	Jadu Connect
Manage ribbon elements: The 'Ribbon' is a powerful and customisable 'dashboard' of the case.	YES	YES	YES
Create and share dashboards: Create dashboards and share them with your users.	YES	YES	YES
Manage dashboard columns: Customise the view of any dashboard by adding and removing columns.	YES	YES	YES
Import / export case types: Sharing and managing case types enables you to move workflows between environments (i.e. UAT to LIVE) and also exchange case types with other Connect users / organisations.	YES	YES	YES
Import cases: Cases from third party systems can be imported into Connect for managing within the platform.	YES	YES	YES
Import person records: Import customer data from third party systems.	YES	YES	YES

Case Management - User Administration

User Administration	Jadu Digital Platform	Jadu Digital Platform Lite	Jadu Connect
Manage user roles and permissions: Create 'FREE' users in your organisation to enable collaborative case management.	YES	YES	YES
Manage user groups: Organise your teams into groups for group case assignment.	YES	YES	YES
Manage user registration: Manage how your customers sign up to track their cases and accounts.	YES	YES	YES
Manage user privacy policy on registration: Manage your privacy policy to fit your organisations group policies.	YES	YES	YES

Contact and Customer Relationship Management

Contact Management and CRM	Jadu Digital Platform	Jadu Digital Platform Lite	Jadu Connect
Searching: Connect features a powerful search engine to make it easy to locate contacts and customer cases.	YES	YES	YES
Person records: Administrators can view customer records from a single dashboard providing access to all cases raised by the customer and any associated notes.	YES	YES	YES
Person notes and alerts: Notes and alerts can be added to contact records for administrators to easily view.	YES	YES	YES
Person timeline history: View a timeline of the customers activity from a single dashboard.	YES	YES	YES
View cases for a person: View all cases for a contact in a single interface.	YES	YES	YES
Invite a user to create an account: Manage the creation of online accounts inside Connect proactively by inviting customers to sign up and track their cases with a single click.	YES	YES	YES
Delete a person record and associated user account: Person records and associated accounts can be deleted by administrators.	YES	YES	YES

Contact Management and CRM	Jadu Digital Platform	Jadu Digital Platform Lite	Jadu Connect
Organisation records / Business Accounts: Manage Business Accounts and B2B relationships enabling your corporate customers to raise and track cases for their businesses.	YES	YES	YES
Invite a user to join an organisation account: Manage the creation of online business accounts inside Connect proactively by inviting customers to sign up and track their organisations cases with a single click. Account administrators can also invite colleagues to join a corporate account.	YES	YES	YES

Integrations

Integrations	Jadu Digital Platform	Jadu Digital Platform Lite	Jadu Connect
Connect Service API: The Connect Service API provides read and write access to create cases from third party applications such as native mobile apps and other systems.	YES	YES	YES
Webhooks: Webhooks provide a safe way to integrate with other systems in real-time.	YES	YES	YES
Address lookups: Easily look up address data and assign cases to addresses.	YES	YES	YES
Email integrations: Integrate with third party email sending platforms.	YES	YES	YES
Single Sign On (SSO): Connect features a Single Sign On architecture using OAuth2/OIDC to enable customers to use their Connect MyAccount username and password to single sign into other OAuth2 compliant products.	YES	YES	YES

Other CRM Features

Other	Jadu Digital Platform	Jadu Digital Platform Lite	Jadu Connect
Manage branding: Brand the Connect User Interface with your corporate logo and colours providing consistency with your	YES	YES	YES

Other	Jadu Digital Platform	Jadu Digital Platform Lite	Jadu Connect
website brand.			
Manage icons: Upload your corporate icon providing consistency with your website brand.	YES	YES	YES



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