



# Cloud Support

## Service Definition

Jadu Digital Platform Creative Design Services

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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# Introduction

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.

Responsible web design means architecture, accessibility, usability, scalability, functionality, content strategy and performance need to be considered as we design and develop digital services. Jadu designs and builds user-centred, accessible web experiences that put visitors' needs and your organisation's objectives at the heart of the design process.

We start from the beginning to design a brand new site for you. At Jadu we take a holistic view of you and your users. This includes discovery sessions, workshops as well as conducting user research to help form the design plan. Through user-centred design, we look at how users interact with you and your services, and gain understanding of any problems or frustrations they face. We adopt this approach throughout our design process. The bespoke design includes user research, design workshop and iterations from prototypes through to concept designs, as well as custom designed widgets.

All Jadu themes are accessibility checked to WCAG 2.2 AA standards. If you would like to achieve AAA status then additional professional service charges will be quoted.

# Services Offered

- User research and data analytics
- Full design workshops
- Wireframe designs, concept designs, branded designs
- Custom design and requirements for widgets
- Fully accessible design
- Bespoke design and crafted for you and your users' needs
- Working with a team with years of experience, specialising in accessible, beautiful and robust solution
- Design iterations and user testing where applicable
- Refine designs iteratively for optimal accessibility and usability standards
- Final checks including security scans and deployment of final refinements.

# Benefits

- Accessibility embedded in design process for inclusive digital experiences.
- Craft inclusive experiences facilitating easy user access and interaction.
- Includes analytics, research, and collaborative design workshops.
- Designs rooted in UX research, custom-tailored to your project needs.
- Collaboration on creative direction and design customisation.
- Detailed widget, design, and layout customisation available.
- Training, content, and support services offered for comprehensive assistance.
- Access to our pool of design talent and expertise.
- Combine discovery phase insights with project challenges for specifications.
- Dedicated project manager ensures continuous progress updates and involvement.

# About Jadu

Jadu helps organisations around the world build the best possible connections to their customers and constituents via our low-code, easy-to-use platform, and multi-award-winning design team. At Jadu, as well as building amazing products, we have a team of highly experienced consultants who collaborate with our customers to design and implement innovative and accessible digital services that transform their organisations.

## 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 Filmmaker, Lee Pilmore. Today, we're a distributed team with people and customers all over the world, providing a wide range of innovative products and transformative services.

We were founded with the ambition to 'Provide the tools to organise information across the enterprise and make it accessible to humans and machines' with accessibility 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. Our services are designed to enable our customers and partners to maximise the value of their investment, transform their organisations and deliver innovative, accessible digital services.

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.

Jadu is passionate about everything we do and with innovation and creativity at our centre, 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, which are our core values.

We bring highly skilled teams and agile delivery models, emphasising continuous learning, accessibility and innovation in digital transformation. Wherever possible we blend customer and consultant teams and prioritise upskilling to avoid dependency.

Our approach ensures effective partnerships, sharing best practice and delivering tangible benefits to our customers.

## 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.

We are 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.

# Our 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 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](http://www.jadu.net), email us at [info@jadu.net](mailto:info@jadu.net) or contact us on 0116 222 7242.



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