

G-CLOUD 15 Framework

Panacea Software Service Definition

Introduction

Panacea Software from Panacea Applications Limited is a premium cloud-based software-as-a-service solution designed to streamline your operations. Our user-friendly platform is exceptionally intuitive, flexible, and intelligent. It empowers busy teams to find valuable efficiencies, reduce costs, and effortlessly improve service quality. Built on the latest technologies and engineered to support the changing requirements of its user-base, Panacea Software ensures your team stays ahead of the curve.

Tailored to address the intricate requirements of our public sector clients, which encompass councils, government departments, housing associations, academies, and various organisations funded by the UK government, Panacea Software ensures compliance with governance and legal mandates like Public Contracts Regulations, Procurement Act 2023 and Data Protection, all while meeting cost-saving goals and efficiency targets.

No matter the size or scope of your team, Panacea Software offers exceptional solutions across a spectrum of functions, providing user-friendly and effective tools which improve service delivery and save time and money for a broad range of public sector businesses and teams.

Choose from our multitude of specialised modules to automate specific tasks or opt for comprehensive feature packages to streamline your end-to-end workflow. Whichever package you choose, Panacea Software is your assurance of saved time, reduced costs, and enhanced adaptability to change, empowering your team to operate more effectively and efficiently.

"There must be few organisations who can afford to ignore this product, particularly in today's economic climate where everybody is looking to save money"

Beverley Barker, Southbank University



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Clients

Our subscribers, range in size from small businesses with just two users to some of the largest councils in the UK with over a thousand users, see a selection below:



Case Studies

Panacea Software is the market leader in management software for UK local authorities and their communications teams. [Click here to see some of our subscribers' case studies](#) from a number of our clients in government, public sector and publicly funded organisations, explaining how they have used Panacea Software and providing details about the efficiencies, cost savings and performance improvements they have achieved using as a result.

"Panacea Software has allowed us to deliver significant financial savings and ensures we meet our income targets while achieving best value for our residents."

Joanna Kettle, Wandsworth Council

"Panacea Software allows us to work collaboratively and efficiently; and with real-time data at our finger tips, we're able to make informed strategic decisions quickly and provide a flexible, competitive and truly valuable service."

Geoff Cowart, Hammersmith & Fulham Council



Benefits

[Click here to read how public-sector organisations benefit from using Panacea Software](#)

The key benefits reported by Panacea Software users include:

Savings - reduces expenditure by 35 – 72%. All our clients have reported this level of savings against their annual expenditure on relevant services in the first year of using Panacea Software. Many have made further savings in subsequent years by managing more services through Panacea Software or through strategic changes they have been able to identify with the comprehensive reporting on the software.

"For us, the most significant benefit of Panacea is the cost savings to date: since introducing central co-ordination, the council has reduced its annual spend on print and advertising from (an estimated) £1.6 million to £250,000."

Lucy Elliott, Portsmouth City Council

Efficiency - increases productivity by 53%. Users report an 80% cut in time spent on administration and increased capacity within their teams using Panacea, allowing them to process more than twice as much work as they were able to produce without the software.

"We purchased Panacea Software to create a dynamic management process, as well as to ensure we were getting best value from our suppliers. We are very pleased to have made significant cost savings for the council, but equally importantly we now have a more effective workflow which has made our service more efficient and more capable of adapting to change."

John Hoang, Tower Hamlets Council

Quality - 66% improvement in performance. With Panacea Software, our clients are able to provide a better service and report dramatic improvement in their reputation.

"Panacea Software has enabled Exeter City Council to save time, cut costs and improve performance. It has allowed us to take full control of the Exeter City Council brand, streamline our ordering and quote workflow and at the same time achieve efficiencies and cost savings"

William Nowell, Exeter City Council

Brand control - The template artwork and e-communications ensure wider adherence to corporate brand guidelines, and the comprehensive archive of materials created using the software allows continual monitoring and quality improvements.

"We are now able to better control our brand and ensure the council projects a strong corporate identity that the staff and residents can relate to."

John Hoang, Tower Hamlets Council

Best Practice - Panacea Software is ISO accredited and meets ongoing compliance with the 2023 Procurement Act guidelines. It has been commended by our government clients and their auditors. Without exception, every Panacea customer saves money, saves time and improves their customer loyalty and performance ratings. It ensures users both achieve best value and follow best practice.

"Panacea Software is fantastic for internal governance and has helped to support a complete sea-change in the way we work".



Lynn Stratton, Islington Council

Invest to save - Panacea Software has generated savings for all our clients which far exceed our fees.

"Panacea has made enough savings to pay for itself many times over and allows us to support many of the Council's objectives."

Carlton Wood, Royal Borough of Kensington & Chelsea

Solutions

Click here to find details of the solutions Panacea Software offers:

<https://www.panacea-software.com/solutions>

Select the package which best suits your requirements and automates the time-consuming, low-value tasks you face, so you can focus on your work priorities. In this way you can quickly create a robust online system without a huge or extensive change management process to implement. Our software is used for:

- Account management
- Contract management
- e-Procurement
- Marketing and Communications
- Operations management
- Print management
- Print Room
- Project management
- Purchase-to-Pay (P2P)
- Source-to-Pay (S2P)
- Sourcing
- Stakeholder management
- Design Studio management
- Resource Management
- Supplier management
- Translation & Interpreting management (Language Services)

"We are always looking to improve our reputation and save time and money for the council. Panacea Software is flexible and is constantly developing and providing us with new opportunities to support these aims."

John Hoang, Tower Hamlets Council

Details of our most popular solutions are provided on the following pages:



Project management

This is our **Core** solution, its features include;

- Project planning, task list and schedule
- Resource allocation
- Automated estimating and transactions
- Archive of documents and digital assets, notes and conversation records
- Contact database
- Real-time reporting

This solution makes significant efficiency savings and includes our unique estimating module which saves money for all our subscribers.

"Introducing Panacea Software was fundamental to achieving budget savings and implementing new ways of working. It has enabled us to manage projects more easily between staff, reduce duplication and provide a clear audit trail."

Working with thee skilled and professional team at Panacea has been a great experience. With their support the system was implemented smoothly and we were quickly up and running."

Karen Johnston, Bolton Council

At the [sixth annual Technology Innovator Awards](#), hosted by [Corporate Vision](#) Panacea Software was awarded the **Leading Provider of Cost-Saving Project Management Solutions – UK**

Job bag

Our online job-bag supports effective management of complex work, allowing users to keep track of every aspect of their work in one place. The job-bag provides a dashboard of every feature you may require for compliant work management, providing resources such as document libraries, scheduling, timesheets and cost management tools. Costs can be approved before taking place and if necessary, you have the option to update and adjust with extra costs when necessary. You also have a note taking feature to document relevant information you may need to. Messaging tools allow you to contact and notify your clients and suppliers which is held within your job bag and templated emails are prompted to complete scheduled tasks making all your communication is easy to access within this space.

"Like many council services, we face huge budget cuts year on year, while the need for effective communications remains high. Our skilled team has been able to meet these challenges head on, thanks to the automation, management information and cost savings we have gained using Panacea Software. It is no small feat for an in-house team of this size to meet ever increasing demands with ever decreasing budgets – with such high approval ratings from our growing client base"

Ros Daniel, Camden Council

Client access and e-Catalogue

The customisable client portal allows you to present an interactive catalogue and easy user interface for colleagues and clients offering any products and services you manage or provide. You can allow any number of colleagues or clients to manage their enquiries and "self-serve" through this customisable client portal. Administrators set the rules for their colleagues/clients and can tailor the products or services they offer. As well as information and options available, can be customised to suit each client organisation, department or team.



"The system enables our colleagues to self-serve, which is encouraged by the exceptional support provided by Panacea"

Anushka Desai, Buckinghamshire County Council

We had a constant problem with receiving fragmented or incomplete design briefs for campaigns, even though we had a dedicated creative design briefing form. The problem was highlighted to Panacea, who suggested implementing the new Form Builder feature to build and configure an online, bespoke Creative Design Briefing form. The new form is now an integral element of the ordering process and ensures the commissioners of projects use it at the point of requesting work. This has significantly reduced the need for follow-up calls and meetings, ensuring both the client and the communications team save time. Plus, there is no ambiguity as to what is required, thereby fulfilling the client's brief more rapidly and to the point. It has been a couple of months since deployment of the form and it has been a great success. Another great piece of proactive work by Panacea to add value for the client.

Vij Tailor, Haringey Council

Client charging or invoicing

This module allows you to reduce the required resources for simple, but time-consuming jobs such as charging and invoicing. You can create bespoke charging batch files that upload to your finance system to process internal client charging as well as a customisable external client invoicing process. Alternatively, you can generate and send invoices directly from Panacea Software.

"Up until the introduction of Panacea we employed someone in finance to manage internal transfers for design and print costs. We now let Panacea take care of all financial monitoring for us. Our figures are more transparent than they have ever been."

Lynn Stratton, Islington Council

Management reports

A comprehensive range of real-time reports are available on Panacea Software, allowing you to analyse every aspect of your work - including actual and forecast expenditure, income, activity and performance. There is an extensive range of filtering for you to pull of specific reports allowing you to tailor specific reports to precisely analyse what you're looking for.

"Using Panacea, we have improved the quality and auditing of our management information. We have created a single, shared process across two boroughs to streamline disparate systems and create efficiencies. In this way our services operate as an efficient business, and we are able to provide a valuable service to both councils."

Louise Raisey, Hammersmith and Fulham Council

"The software provides instant and comprehensive management reports to support and inform effective management decisions and respond to supplier challenge and FOI requests."

Steve Harrison, Derbyshire County Council

Performance monitoring

Our interactive performance reporting options include client feedback, schedule and supplier selection analysis, allowing you to monitor performance against KPIs. The



Supplier Selection Analysis report is further available to allow scrutiny of users' purchasing decisions.

Example client feedback data from Bolton Council:



"The performance reports and management information have allowed us to think more creatively and strategically about where best to deploy our limited resources in the team, to improve our service quality and our reputation as a whole."

John Hoang, Tower Hamlets Council

Procurement: Tender, Contract, and Supplier management

Panacea Software offers an exceptionally user-friendly and effective software package for the end-to-end source-to-pay lifecycle. All modules and functionality are fully integrated and share a unified database, eliminating the need for duplication of data input, ensuring optimal integrity of data and creating a seamless and intuitive user-experience.

"My overall impression of Panacea is one of total professionalism in combining a procurement portal that delivers both value for money in the public sector and fully encompasses our specific procurement needs. The Panacea on-boarding team dealt with OEP's specific to and customised for requests with great ease, making use of modern technology that enables the OEP to provide a high-class procurement service for our stakeholders."

John Canon, Senior Procurement Consultant, OEP

Our eProcurement and contract management package, **Panacea Sourcing** combines the following, fully integrated functionality:

- Sourcing and E-Tendering
- Contract Management (including automated Due Diligence)
- Pipeline Management
- Supplier Management (including Performance Monitoring)
- Supply-Chain Management
- RFX and RFQs
- DPS, Dynamic Markets, Frameworks and Call-Offs
- Notices (publish CFs, FTs and Public notices)
- Contracts Register and Repository
- Supplier Portal
- Templates
- Reporting
- Expenditure by Contract*
- E-signatures*
- E-Auction*

* Optional Modules

The fully electronic tendering system manages a contract's full life cycle and all stages of a procurement exercise, from requirements gathering and early market engagement through to evaluation, moderation, contract award and implementation.



It has been developed specifically to fulfil the end-to-end requirements for organisations required to comply with the UK Government procurement regulations (Procurement Act 2023, Public Contracts Regulations 2015, Provider Selection Regime and Local Government Transparency Code 2015). Our software is continually updated in collaboration with the Cabinet Office and the Crown Commercial Services to support the on-going changes to public procurement policy, post Brexit. It interfaces with Contracts Finder and Find a Tender Service for all new contract notices and with the Central Digital Platform for supplier data share. Panacea Software also enables central management of OJEU notices (e.g. for contract notices where procurement commenced before Brexit). Our users can be confident that Panacea Software consistently and reliably enables a compliant procurement procedure in line with GDPR.

"The Panacea system is easy to navigate and simplifies many administrative tasks which were cumbersome and time-consuming in our old system. The functionality for building tailored supplier questionnaires is very dynamic, and other features such as clarification Q&A are easy to use.

We have a good working relationship with the Panacea team, who are proactive in responding to support requests, and open to our suggestions about further improvements or refinements to the system – which will be especially important as UK public procurement sees big changes post-Brexit."

Jamie Thomas, National Savings and Investment Bank (NS&I)

Our subscribers report substantial (80%) cut in the time spent on the repetitive procurement, administration and evaluation tasks when they move to Panacea Sourcing.

Supplier questionnaires are configured to reflect the selection criteria for each tender. UpToDate Templates for the Procurement Specific Questionnaire are provided. You can also create your own templates and combine these with unique requirements for each contract including a variety of question formats including multiple-choice, yes/no, text field, numerical fields, upload files with the option to set expiry dates to generate renewal prompts, and to set knock-out questions as required.

You can automate evaluation scoring or price evaluation, where appropriate, and you can set and vary weighting for each question. Minimum requirements that are managed with the user-friendly knock-out process, inform and prevent interested providers from submitting their applications until or unless they can fulfil these requirements. This saves time for participating suppliers, evaluators and procurement managers alike.

Tender documentation, contract details, participation and qualification records are all managed seamlessly. Date-sensitive documents are managed with our integral automated renewal and expiry process. Clarification questionnaires and supplier communications are integral, and a clear audit trail is automatically recorded and maintained.

"I would recommend Panacea to any team facing the difficult task of managing a high volume of work while needing to reduce costs and improve services. I do not think there is any other software which allows you to purchase services so effectively within UK government procurement guidelines."

Carlton Wood, Royal Borough of Kensington & Chelsea



The intuitive functionality of Panacea Sourcing can be summarised as follows:



"We took the decision to manage our print framework contract through the use of a dynamic purchasing system (DPS) which is provided by Panacea. This has enabled Camden to maintain a truly competitive supplier-base, where Camden were able to implement quickly and helps maintain and support best value for the council through its competitive nature, whilst, complying with procurement law."

Steven Blantz, Camden Council

Supplier management

Within Panacea Software's Supplier Management workflow, subscribers gain access to a transparent, fair, and compliant method for managing suppliers offering a diverse range of goods and services. Panacea allows collaborative work with suppliers while protecting confidentiality.



The software provides simple supplier registration, a clear oversight of the activity, compliance, status of suppliers, reporting and review. Automated workflows and intelligent tools support project and category management and enable effective performance monitoring and configurable options for automated price management.

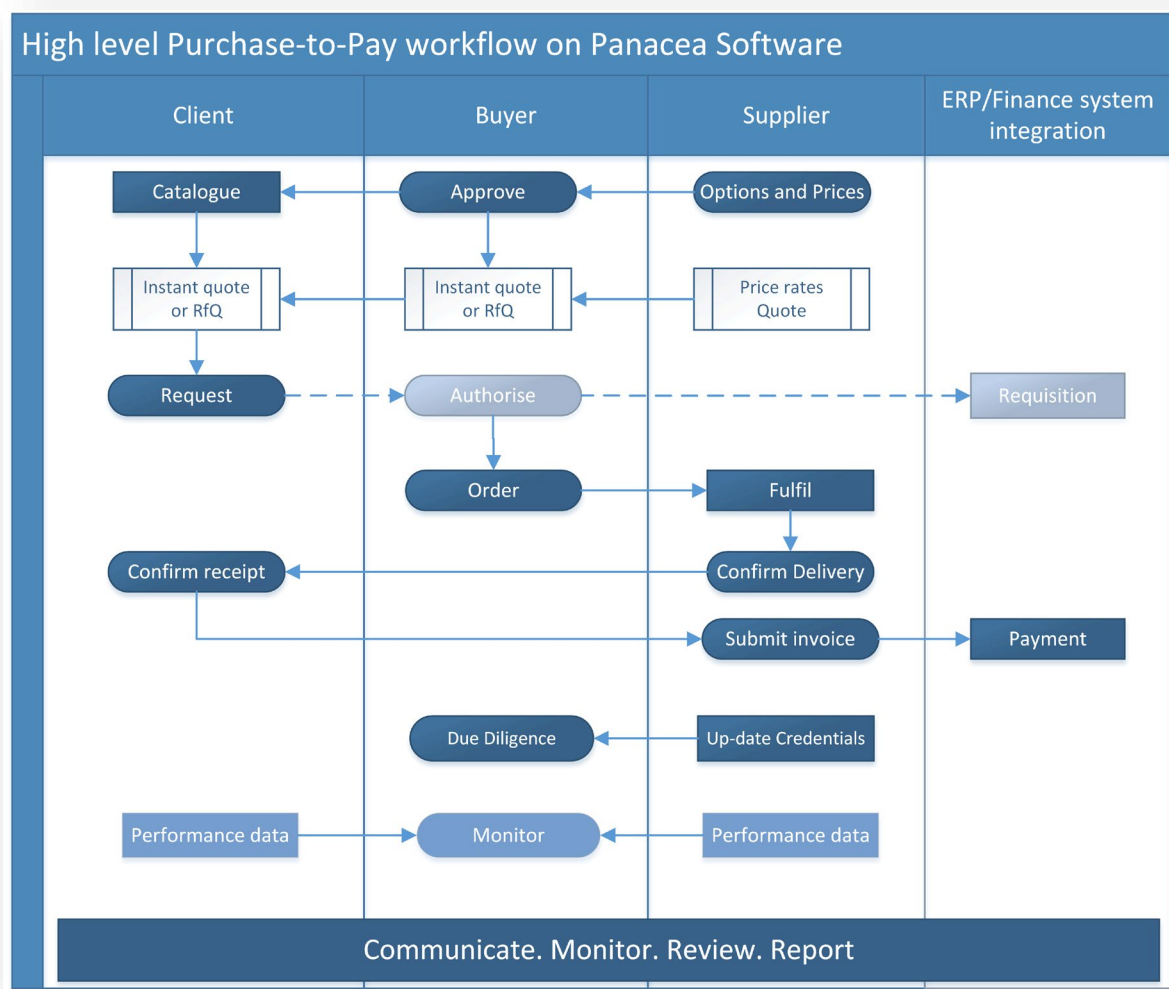
Our innovative automated estimating feature delivers time and cost savings for both suppliers and buyers, also enabling them to submit price reductions, ensuring equitable management and selection of suppliers across all goods and services. Panacea's user-friendly supplier interfaces attract and support effective and sustainable engagement with SMEs, sole traders and VCSEs. Our secure vendor portal will consistently allow you to achieve maximum value from your suppliers.

"We implemented Panacea Software to create a truly collaborative way of working with our colleagues and our suppliers, to automate our administration and financial processes and to make our service more efficient. We are very proud of the excellent approval ratings we have achieved and are delighted to have saved the council so much money already. With Panacea we have invaluable management information and I don't think we could manage the volume and range of work we produce without it."

Kelly Law, Kent County Council

Purchase-to-pay (P2P)

Included in our supplier management modules is our highly effective functionality:





Source-to-pay (S2P)

Panacea Software provides a streamlined workflow for procurement, tendering and contract management for any number and type of procedure and contract in full compliance with PCR. It is continually developed in close collaboration with the Cabinet Office for on-going compliance with the current and up-coming changes affected by the Procurement Act 2023. It supports all compliant procedures including dynamic purchasing system (DPS), dynamic markets, frameworks and all competitive procedures for above and below threshold procurement.

"The process to manage invoice payments used to be cumbersome and costly in terms of time and money, given the vast volume of transactions required to fulfil our services. The integrated and automated process provided by Panacea Software has cut administration time by 80%.

Headline achievements:

- Much simpler, online process for all parties
- 26.7 days' admin work (80%) cut per month
- Eliminated third-party processing fees for invoice scanning and matching
- 100% good excellent ratings from the team's customers
- Robust integrated checks prevent payment of unauthorised, disputed or incorrect invoices
- Minimised transactional overhead, enabling SMEs to compete
- Undisputed invoices paid within 5-10 working days
- Accurate, instant reporting and year-end reconciliation

We are now able to comply with the Government's Prompt Payment policy and engage SMES, whilst improving our customer service.

Vij Taylor, Haringey Council

Timesheets

Users can record their time worked quickly and simply on Panacea. This feature is integrated with our online job bag and work types can be set to reflect the specific requirements of each organisation. You can invite any number of colleagues or suppliers to record their time in this way, no matter where they are working. This allows you to report on time worked by individual, project, job, account, client, budget code or within a specified time range.

We use the software to maintain a clear overview of all our work, allowing us to analyse and evaluate performance data, monitor tasks and timelines and ensure we provide a consistently high level of service to all our clients. I am delighted that 96% of our clients rate both our creativity and account management as good or excellent."

Chris Bicker, Westminster City Council

Scheduling and resource management

Panacea Software enables efficient planning and management of all our users' work. Users can set their own pre-defined schedule templates or unique timetables and assign each part of a project to a supplier, colleague or client.

Tasks are allocated to each team-member's calendar to allow them to work through and record progress of their individual jobs using an intuitive, interactive interface.

Capacity of each team member and the progress and status of each job is tracked and easy to view. Task lists are updated as work progresses and are listed in order of



priority, as well as having the ability to attach costs to time to track how much of a set budget has been used.

"With Panacea Software we have clearer management information on our services and are able to allocate money and resources more efficiently"

Sophie Poole, Merton Council

Stakeholder Management

Use Reach to manage all your stakeholder communications, from in-coming enquires to corporate events, product launches and shareholder engagements, and everything in between. Project manage, plan and record all your planned activity. Maintain a central record of all relevant documentation, subject and contact details. Send branded or personalised emails and record all reactive work using this sophisticated, easy-to-use software.

"Reach is a useful platform to record all data relating to media enquiries, proactive work and ongoing issues. The system is very easy to use and has many good features."

Nicola Allen, Media Relations Officer, Sheffield City Council

"Reach is easy to use and integrates simply with the rest of the Panacea Software platform. Within Reach, all activity is linked to contacts, subject and campaigns, and the project management tool helps us to keep on top of workload."

Geoff Cowart, Hammersmith & Fulham Council

Translation and interpreting – Language Services

This automates the booking, estimating, audit and payment of a wide range of services and resources, including translation and interpreting, appointments, courses, classes, and training. For example, with Translation and Interpreting, this includes translations in electronic and paper format, braille, tape or CD, as well as telephone interpreting and on-site interpreting appointments. It allows any number of interpreters to record availability and confirms attendance etc. The software supports an unlimited number of languages and automates the complex workflow of this type of service. It provides accurate real-time information, supports urgent booking requirements and allows you to manage the security checks for individual interpreters if required.

"We implemented Panacea Software to automate the management of language services, to meet continuing high demand while our Translation and Interpreting team of five was reduced to just two staff members"

Lesley Gordon, Haringey Council



Modules

[Click here](#) to find details of the modules Panacea Software offers:

Implementation

Our specialist staff coordinate closely with new users at implementation stage to configure the Software modules to reflect your priorities and requirements and will support the transition to the new way of working to ensure the roll out is as seamless as possible. The implementation of Panacea Software requires excellent project and change management to ensure your objectives are fully met with minimal disruption and to encourage buy-in from staff, suppliers, clients and all other users involved in the processes and workflows covered by the chosen solution.

We use our own Panacea Software Core solution to project manage the implementation to ensure this work is managed effectively to achieve the agreed objectives and timelines. On this platform, processes for gathering implementation information are streamlined, creating intuitive and user-friendly workflows for all stakeholders that allow for shared visibility of outstanding tasks and proactive functionality for reminders and communication. Implementation Timetables and Milestones are planned with subscribers according to chosen solution and scale of change.

"When the sole supplier responsible for our design and print services withdrew from their contract at short notice, we implemented Panacea Software to automate the workflow we had relied upon that supplier to fulfil. This included estimating, quality control, supplier management and financial reporting. Panacea allowed us to manage a relatively painless and rapid transfer of these services to local and national suppliers, with no increased staffing levels"

Rob Leigh, Luton Council

"During the on-boarding period I found those at Panacea to be extremely capable and likeable people to work alongside. Panacea has a great ability to be focused on responses to queries raised, only giving pertinent information in email and in real time so as to not over complicate the on-boarding process."

John Cannon, Senior Procurement Consultant, OEP

Change Management

As with the implementation of any new workflow, Panacea Software requires careful change management, to overcome the inevitable resistance of colleagues and suppliers who will be comfortable with their current way of working.

At Panacea, our specialist staff help our subscribers every step of the way. We work closely with each subscriber to ensure the software is configured effectively and our support team is fully versed in their specific requirements and guidelines. Our support team will train, on-board and support key users, their colleagues, clients and suppliers, to ensure all are quickly up and running with the new process and benefiting fully from the efficiencies of the software.

To measure the success of the implementation, Panacea will track KPIs and conduct regular reviews. They will also solicit feedback from stakeholders to identify areas for improvement and will adjust as necessary.



Overall, Panacea is committed to managing change in a way that minimises disruption. Through careful planning, stakeholder engagement, effective communication and ongoing support, Panacea is confident they can achieve a successful and objectives driven implementation.

"Throughout the implementation, Panacea has been a fantastic partner, supporting us every step of the way to make the change seamless"

Holly Snelson, Basildon Council

Support

Our support services are highly commended by our users, and we are the proud Winner of the **Most Outstanding SaaS Support Team** in the Southern Enterprise Awards 2021. One of the significant benefits of Panacea Software is the expertise, experience and knowledge of our personnel and management team. We employ specialist expertise with the skillset and qualifications required to ensure optimum delivery of every aspect of our service. Our staff work closely with our subscribers to ensure their objectives and targets for the software are fully realised and their users all obtain maximum benefits, efficiencies and management information using our solution.

Our helpdesk is manned by competent in-house staff from 9am–5:30pm every business day, available to respond to calls from buyers and suppliers, colleagues, evaluators and interested providers throughout the working day. Our competent and knowledgeable staff provide users with technical support and advice on the use of Panacea Software by email or telephone, in clear written or spoken English. Our integrated management system ensures staff are quickly updated and able to support our users when subscriber-specific changes or issues occur.

Online support, including live chat, user guidance, documentation and videos, is available 24/7 and can be accessed via the support link available on every screen of all Panacea Software applications.

[Please click here to read our Support Services Policy](#)

"The support from the Panacea team itself is invaluable - there are very few suppliers who provide this level of support so efficiently and consistently."

Anushka Desai, Buckinghamshire County Council

Expert consultancy

Contact us on 0207 976 0116 or by email to tenders@panacea-software.com for a free consultation and demonstration to identify the optimal workflow and automation to fulfil your requirements and achieve your objectives.

"Panacea Software allows us to make informed decisions, frees up our time to plan proactively and has cut the prices we pay for our services by 55-70%."

Lesley Gordon, Haringey Council



Quality Assurance – ISO 9001:2015

Panacea holds ISO 9001:2015 accreditation for Quality Management (certificate available online here: [Panacea Software ISO 9001:2015 Certificate](#)). We seek to ensure that all our activities comply fully with the requirements of ISO 9001:2015 and strive for continual improvement of our quality management procedures.

"We continue to be huge fans of Panacea – both the organisation and the software. Panacea continues to demonstrate great customer service alongside a great product."

Kim Parfitt, Buckinghamshire County Council

Maintenance and Upgrades

Panacea Software provides a full maintenance and upgrade services to all customers. Our Maintenance Policy sets out clear and robust standards and service level agreements for all aspects of this service, including fault or defect resolution, software upgrades, maintenance releases and updates.

[Please click here to read our Software Maintenance Policy](#)

"When we introduced Panacea, the support team were on hand to help us understand the new system, refine our existing work processes and integrate the system into how we work."

Ben Murphy, Birmingham City Council

Security Governance – ISO 27001:2022

Our integrated security management system is ISO 27001:2022 accredited (certificate available online here: [Panacea Software 27001:2022 Certificate](#)).

This incorporates clear processes to support our company objectives and ensure compliance with our security policies, including:

- Privacy and security of customer data
- Physical security and asset management
- Server security
- Security screening of personnel
- Security incident management
- Software maintenance
- Password security and user access restrictions
- Development and configuration management
- Quality assurance and software testing
- Disaster recovery
- Business continuity

To ensure our policies are followed, we train all our personnel fully on our information security policies, processes, roles and responsibilities, as follows:

- Security induction training (in-house)
- Security training up-dates and team training (in-house)
- Security training and cyber-security up-dates (external accredited provider)



Our processes, including risk assessment, operational planning and all security controls are subject to regular and robust review:

- a) Fortnightly testing including functionality, regression and security tests
- b) Business continuity exercise scenarios
- c) Penetration testing
- d) Disaster recovery testing
- e) Management reporting and review.

Our security policies and standards which affect our subscribers and their data are included in user training and support materials and are available to all users on our website.

Our Cyber Security Certificate can be located at the following link: [Panacea Software Cyber Security Certificate](#)

Privacy and GDPR

Panacea is committed to the protection of our users' privacy in relation to Panacea Software and it is our policy to properly protect any information entrusted to us about our customers and users. Please click here to read our Privacy Policy: <https://panacea-software.com/privacy-policy>

Please find our GDPR statement online here: <https://panacea-software.com/gdpr-statement/>

User Access Restrictions

Access to Panacea Software is password protected and the functionality and client data access is restricted according to user role.

Please follow this link to read our User Access Restrictions Policy: <https://panacea-software.com/user-access-restrictions-policy/>

Password Security

Panacea Software aims to support and promote best practice in password security and to make minimum security requirements mandatory as appropriate in order to protect the confidentiality of our users and their data. Our password security policy is available upon request.

Options available on Panacea Software include:

- Single Sign On – through interface with MS Azure Active Directory
- Multifactor authentication
- Configurable options to reflect Subscriber's security governance

Hosting and Approach to resilience

Panacea Software's live and test environments are hosted on enterprise-class Private Cloud platforms within Tier III standard UK Datacentres by Iomart Managed Services Limited (<https://www.iomart.com/>). The hosting platform is fully resilient to support high availability and all servers are geo-redundant, meaning their data is backed up to a similar platform located in a different location to support full Disaster Recovery.



All infrastructure is located within locked racks and in Datacentres that are operated to accredited ISO 27001 Information Security Management, ISO 9001 Quality Management, ISO 22301 Business Continuity Management, and ISO 50001 Energy Management standards, and includes:

- An independent client card identification access system
- Single-person point of entry, guarded 24/7 and monitored by integrated digital video camera surveillance
- A proximity card access control system
- A protected perimeter fence, fitted with intruder sensing
- 24/7 CCTV coverage of the perimeter, common areas, facilities and management suites.

Planned maintenance is performed outside business hours and maintenance procedures minimise disruption from unscheduled issues.

Logs and certificates are retained pertaining to the secure disposal of equipment. Hard drives are securely shredded into 15mm strips to prevent recovery of data. Backed-up data stored in proprietary format is automatically deleted and over-written after seven days.

Subscribers retain access to retrieve their data for 10 working days after the termination of a contract; thereafter their data is deleted and destroyed.

Business continuity and disaster recovery

Integral to our integrated Information Security Management System is our Business Continuity and Disaster Recovery plan which we maintain to ensure maximum availability and integrity of our software and service. Panacea is committed to a continuity program which ensures stability, reliability and availability to meet our service level agreements and to ensure our software and servers remain operational in the event of incidents or service interruption.

Back-up Policy

Key to our business continuity and disaster recovery plan is our robust and automated back-up programme. A backup copy of Panacea Software and all data is stored locally to the Private Cloud environment, enabling fast restores in the event of a deletion or corruption of the original data, or an issue preventing access to a live server.

We further maintain off-site back-ups which are stored remotely in a datacentre in Maidenhead (UK) for additional data resilience in case of major incident affecting our primary location.

To help protect the back-up copies from cyber-attack, such as malicious encryption and ransomware, the data is stored as an immutable copy with DataLock capability (WORM), to protect against any modification or unscheduled deletion. And in terms of access control to the Backup data, Zero-Trust principles apply including MFA, RBAC, and quorum approval. [Please click here to read our Software Back-up Policy](#)

Environmental Management – ISO 14001:2015

Panacea holds ISO 14001:2015 accreditation for environmental management (certificate available online here: [Panacea Software ISO 14001:2015 Certificate](#)). We seek to ensure that all our activities comply fully with relevant environmental legislation,



the requirements of ISO 14001:2015 and perceived best practice. We strive for continual improvement of our environmental management procedures.

Please follow this link to read our Environmental Policy: <https://www.panacea-software.com/quality-and-environmental>

Equal Opportunities Policy

Panacea aims to ensure that there is no discrimination within our company, and where possible amongst our associates. Panacea is an equal opportunities employer. We have a written equal opportunities policy complying with equal opportunities legislation. We follow documented equal opportunities processes and procedures. Panacea is registered on the **Equalities Register**.

Please click here to read our Equal Opportunities Policy: <https://www.panacea-software.com/equal-opportunities>

Real Living Wage Employer

Panacea is proud to be an accredited Real Living Wage Employer (formerly known as London Living Wage). Click here to view our certificate: <https://www.panacea-software.com/awards-certificates>

Health and Safety

Panacea complies with the provisions of the Health and Safety at Work Act 1974. We have a written health and safety at work policy complying with health and safety legislation. Panacea has documented health and safety at work processes and procedures.

Sub-processors

Panacea Software is hosted in the UK. Where necessary, we appoint sub-processors to deliver integrated services. Subscribers are informed about any sub-processors used, and if personal data is transferred outside the UK, Panacea Software ensures compliance with GDPR through legal safeguards such as Standard Contractual Clauses (SCCs) and appropriate security measures.

Terms and Conditions

Panacea Software Limited accepts the terms of the Call-Off Contract for the G-Cloud 15 Framework Agreement (RM1557.15)

Within these terms, our Terms and Conditions of Use for Panacea Software and any services set out in this bid can be seen here: <https://panacea-software.com/terms-of-use>

Price list

Our fees should be viewed in context of the 35-72% time and cost savings which our customers report using Panacea Software. Our current price list is attached to this document and you can [click here](#) to view our rate card online:



Company Information

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Website address:	www.panacea-software.com
Company registration number:	05054421
VAT Registration number:	833 31 6740
Registration address:	89 High Street Hadleigh Nr. Ipswich, IP7 5EA

Conclusion

Public sector organisations using the G-Cloud 15 framework can use Panacea Software to create a management system which fulfils their specific requirements. This solution not only drives notable efficiencies and cost-effectiveness within their organisation but also improves adherence to corporate standards, UK procurement guidelines (with the Procurement Act 2023), and GDPR compliance.

We would be delighted to licence our application using the G-Cloud 15 call-off contract to these organisations. Drawing from our experience with current public-sector clients, we are confident that Panacea Software will play a pivotal role in helping them achieve their efficiency and cost-saving objectives.