

Service Definition Document

G-Cloud 15

Broadbean Platform

Supplier: Broadbean Technology Ltd

1. Service Overview

Broadbean Platform is a cloud-based recruitment advertising and job distribution service that enables organisations to create, manage and distribute job advertisements to multiple job boards, social media channels and internal career sites from a single interface. The service is designed to improve recruitment reach, consistency, efficiency and reporting.

The service is delivered as Software as a Service (SaaS) and is accessible via standard web browsers. It is suitable for public sector organisations seeking scalable, secure and efficient recruitment advertising capabilities.



2. Service Description

Broadbean Platform provides:

- Centralised job advert creation and management
- Automated distribution to multiple recruitment channels
- Branded advert templates and compliance controls
- Real-time reporting and performance analytics
- Integration with Applicant Tracking Systems (ATS)

The platform supports high-volume recruitment campaigns and is configurable to align with organisational branding and governance requirements.



3. Key Features

- **Multi-channel Job Distribution:** Publish job adverts to hundreds of job boards, aggregators and social media channels.
- **Template Management:** Create and enforce standardised advert templates to ensure compliance and brand consistency.
- **ATS Integration:** Bi-directional integrations with leading ATS platforms via APIs.
- **Analytics & Reporting:** Dashboards and reports covering advert performance, spend and applicant flow.
- **User Access Controls:** Role-based access and approval workflows.
- **Audit & Tracking:** Full audit logs of advert creation, changes and publishing activity.



4. Service Users

The service is intended for:

- Recruitment and HR teams
- Hiring managers (with controlled access)
- Shared service centres managing recruitment on behalf of multiple departments



5. Service Scope

Included:

- Hosted SaaS platform
- Configuration and onboarding
- Standard integrations
- Ongoing platform updates and enhancements
- Technical support and service management

Excluded:

- Recruitment process outsourcing
- Candidate assessment or selection services
- Bespoke software development beyond agreed configuration

6. Cloud Deployment Model

- **Cloud Type:** Public Cloud
- **Service Model:** Software as a Service (SaaS)
- **Hosting:** Secure, resilient cloud infrastructure hosted within approved data centres



7. Data Management

Data Types:

- Job advert content
- Vacancy metadata
- Usage and performance analytics
- User account information

Data Location:

- Data is stored and processed within the UK and/or EEA unless otherwise agreed.

Data Ownership:

- All customer data remains the property of the customer.



8. Security

Broadbean Platform follows industry best practices for information security, including:

- ISO/IEC 27001-aligned controls
- SOC2 Type 2
- Encryption of data in transit (TLS)
- Role-based access control (RBAC)
- Regular vulnerability testing and patching
- Secure authentication mechanisms



9. Compliance

The service supports compliance with:

- UK GDPR
- Data Protection Act 2018
- Public sector accessibility standards (WCAG 2.1 AA, where applicable)



10. Service Availability & Performance

- **Target Availability:** 99.9% monthly uptime
- **Maintenance:** maintenance communicated in advance
- **Monitoring:** 24/7 platform monitoring and alerting



11. Support Services

- **Support Hours:** UK business hours as standard, with enhanced options available
- **Support Channels:** Email and web-based ticketing
- **Incident Management:** Categorised response and resolution targets



12. Onboarding & Implementation

- Initial requirements and configuration workshop
- Platform configuration and branding
- User setup and access control
- Training and knowledge transfer

Typical onboarding timescales range from 2–6 weeks depending on complexity.



13. Service Management

- Named service manager (where applicable)
- Regular service reviews
- Change and release management aligned with ITIL principles



14. Pricing Model

Pricing is subscription-based and may vary depending on:

- Number of users
- Job advert volume
- Required integrations
- Support level

All pricing is transparent and published on the G-Cloud 16 Digital Marketplace.



15. Termination & Exit Management

- Customers may export their data in a commonly used format upon request
- Secure data deletion following contract termination
- Exit support available as an optional service



16. Contact Information

Supplier Name: Broadbean Technology Ltd

For further information, please refer to the G-Cloud 16 Digital Marketplace listing or contact the supplier through approved procurement channels.

