

Generation Digital Limited

G Cloud 15 – Miro Enterprise Plan Service Definition

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Supplier: Generation Digital Limited (Company No. 10407335)
Framework: Crown Commercial Service G-Cloud 15 (RM1557.15)

1. Supplier overview

Generation Digital is an award-winning consultancy and software reseller that helps organisations reimagine how they work through the power of enterprise AI tools. As certified partners of multiple AI products, we help organisations unlock the full potential of AI-powered workplace tools, turning everyday systems into engines of efficiency and growth.

- Award-winning solutions partner
- Global client base across Enterprise and Public Sector
- Experts in AI-assisted work, collaboration, and change management

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2. Service overview

Miro is an online workspace for innovation that enables distributed teams to work together to create and deliver outcomes. Using Miro boards, teams can collaborate in real time and asynchronously, support cross-functional ways of working, and organise meetings and workshops.

- Miro supports common workflows including:
- Workshops and asynchronous collaboration
- Diagramming and process mapping
- Content and data visualisation
- Visual project management and product development workflows
- Integrations with common enterprise tooling (e.g., collaboration suites and developer platforms)

3. Plan offered

Generation Digital supplies Miro on G Cloud 15 as the Enterprise Plan only.

- What's included in the Enterprise Plan (summary):
- Single workspace with unlimited boards.
- Secure collaboration with external guests on private and team boards (sign-in required).
- Templates library (including Miro and community-made templates).
- Broad integrations ecosystem and enterprise controls for scaling adoption.
- Single sign-on (SSO) support and administrative controls (e.g., SCIM, domain controls).
- Optional security/compliance enhancement via Enterprise Guard (add-on).

Commercial note: Generation Digital supplies Enterprise subscriptions in GBP (not USD), with annual billing unless otherwise agreed in the Order Form.

4. Add-ons

Add-ons are optional products that enhance the Miro platform and can be purchased in addition to the Enterprise subscription. Add-ons are managed by customer administrators (e.g., Billing Admins / Company Admins) within Miro, subject to plan eligibility.

- Common add-ons available for Enterprise customers include:
- Miro Prototypes
- Miro Insights
- Miro Portfolios
- Enterprise Guard
- Miro Engage

Add-on pricing is provided on request and will be included in the applicable Order Form / Call-Off Contract if purchased.

5. Onboarding, training, and support

Generation Digital provides implementation and adoption support for Enterprise customers, including onboarding, enablement, and change management (at an extra cost). Miro also provides self-serve learning resources and standard support as part of the subscription.

- Professional services may include:
- Implementation planning and technical foundations (including security at scale).
- Governance design (workspace/team structures, permissions, information management).
- Use-case enablement workshops and playbooks.
- Change management and adoption programmes.

Self-serve resources may include Miro Academy, in-product learning, and online help documentation.

6. Security, privacy, and legal

Miro is designed for enterprise-grade security and governance. Security features and attestations are provided by Miro and may evolve over time. Customers should validate controls against their own security requirements as part of due diligence.

- Security and governance (indicative):
- Encryption in transit and at rest; support for bring-your-own-key options where available.
- EU data residency: production, backup data and metadata hosted within the EU by default where enabled.
- Identity and access management capabilities including SSO (SAML-based), 2FA and domain controls.

Key reference links (Miro):

- Trust and compliance: <https://miro.com/trust/compliance/>
- Privacy policy: <https://miro.com/legal/privacy-policy/>
- Master Cloud Agreement: <https://miro.com/legal/master-cloud-agreement/>
- Sub-processors: <https://miro.com/legal/documents/Miro-Current-Subprocessors-List.pdf>