

Bourne Valley Systems Ltd

Technical Support and Integration Services for
Enterprise Social Media Platforms

Service Definition

G-Cloud 15

13th January 2026

GCloud 15 Service Definition

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1 G-Cloud service name

Technical Support and Integration Services for Enterprise Social Media Platforms

2 Service Description

Full end-to-end support of Enterprise Social Media platforms, with a particular expertise in IgniteTech's (formerly Aurea's) Jive software and the Defence Connect platform. We offer ESM platform support, API development, Add-on Development, and integration with Chat services. Platform upgrades and fixes. We also provide Software Licenses for Jive, Mattermost and Element

3 Service Features

- Setup and maintenance of your ESM infrastructure
- API development to maximize functionality and engagement of the platform
- Addon development to maximize functionality and engagement of the platform
- Implementation and Configuration of Jive software
- Migration of Jive ESM platforms to new hosting providers
- Jive Technical Architect
- Jive Partner and Software License provider
- Mattermost Partner and Software License provider
- Element Partner and Software License provider

4 Service Benefits

- Continuous service improvements
- Maximum platform exploitation
- Reduced risk of service failure
- Improved reliability
- Smooth transition of platform architecture
- Unparalleled working relationship with Aurea and Jive

5 Service Definition

Bourne Valley Systems offers a flexible approach to supporting your Enterprise Social Media and Chat platforms. When selected, we will work with you to provide the optimum level of technical and community support, based on agreed support hours (and optional out-of-hours support).

We provide consultants with the technical ability not only to support your existing ESM and Chat architectures, but also to develop strong cohesion and integration between these and your other systems. Our consultants have extensive knowledge of the Jive software product, and we undertake all aspects of supporting the software stack.

We are experts in migrating your systems to Multi-Cloud environments, and have recently completed a large-scale migration of an ESM system with over 150,000 users to AWS

Bourne Valley Systems are experts in systems integration and have a proven track record of integrating disparate systems to drive improved efficiencies

Invoicing will be monthly, in arrears

6 Pricing

Our pricing is detailed in the Pricing Document and SFIA rate card.