

Bourne Valley Systems Ltd

Community Management Services for Enterprise Social
Media Platforms

Service Definition

G-Cloud 15

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GCloud 15 Service Definition

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1 G-Cloud service name

Community Management Services for Enterprise Social Media Platforms

2 Service Description

Provision of a Community Management Service for Enterprise Social Media platforms, with a particular expertise in IgniteTech's (formerly Aurea's) Jive software and the Defence Connect platform.

3 Service Features

- Effective Enterprise Community Management
- User training
- Content curation
- Monitoring of Page, Group and Space usage
- Monitoring membership
- Drive engagement
- User onboarding
- Content reporting
- User reporting

4 Service Benefits

- Improved engagement
- Improved curation of content
- Reduced complexity
- Provision of improved usage reports
- Increased productivity
- Improved knowledge management

5 Service Definition

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

We provide experienced, security checked Community Managers who can guide your users, manage the content within the platform, and drive exploitation of your solution.

With extensive knowledge of the Jive software product, our Community Managers are ideally placed to help you leverage the full benefit of your investment in ESM

Invoicing will be monthly, in arrears

6 Pricing

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