



G-Cloud 15 (RM1557.15) Covoxa
Enterprise Resource Planning (ERP)
Cloud Software Strategy, Advisory
and Consultancy
Service Definition

January 2026

Table of contents

1 INTRODUCTION	4
1.1 Document structure	4
1.2 How to use this document	4
2 SERVICE DESCRIPTION	4
2.1 About our service	4
2.2 Delivery framework	6
2.3 Service features / benefits	7
2.4 Service scope	9
2.4.1 Add-ons and extensions	9
2.4.2 Cloud advisory model	9
2.4.3 Service constraints	9
2.4.4 System requirements	9
2.5 Reselling	10
2.6 User support	10
2.6.1 Support details	10
2.6.2 Accessibility and usability	11
2.7 How users work with our service	11
2.7.1 Workshops	11
2.7.2 Meetings	12
2.7.3 Documented outputs	12
3 G-CLOUD ALIGNMENT INFORMATION	12
3.1 Section introduction	12
3.2 Onboarding and offboarding processes	13
3.2.1 Onboarding	13
3.2.2 Offboarding	14
3.3 Data	14
3.3.1 Data importing and exporting	14
3.3.2 Analytics	15
3.3.3 Independence of resource	15
3.3.4 Public sector networks	15
3.3.5 Data-in-transit protection	15
3.3.6 Asset protection	15
3.4 Availability and resilience	16

3.4.1 Guaranteed availability	16
3.5 Governance	16
3.6 Security	16
3.6.1 Operational security	17
3.6.2 Staff security	17
3.6.3 Identity and authentication	18
3.7 Auditing	18
3.7.1 Performance monitoring and metrics	18
3.7.2 Compliance and quality management	18
3.8 Backup, restore & disaster recovery	19
3.9 Training	19
3.10 Service pricing	19
3.11 Invoicing process	20
3.12 Termination terms	20
4 SECURITY AND DATA GOVERNANCE	20
4.1 Data protection and encryption	20
4.2 Data at rest, storage locations and physical security	20
4.3 Data disposal	21
4.4 Information security management and certifications	21
4.5 Identity and access management	21
5 SUPPLIER INFORMATION	21
5.1 About us	21
5.2 Relevant experience and testimonials	22
5.3 How to buy	23

1 INTRODUCTION

1.1 Document structure

This Service Definition document provides information about the services offered by Covoxa under the G-Cloud 15 Framework. It is designed to help public sector buyers understand the functionality, security, pricing and management of our services and to provide clarity on how to engage with us through the framework.

Service description: Outlines our Enterprise Resource Planning (ERP) Cloud Software Strategy, Advisory and Consultancy, including key features, benefits, delivery methodology and assurance measures such as security and compliance.

Operational delivery and framework alignment: Explains how our services are delivered under the G-Cloud 15 framework, covering onboarding, consultancy response levels, data management, support and exit processes.

Supplier information: Summarises our company background, mission, relevant experience and how to procure our services through G-Cloud.

1.2 How to use this document

We have developed this document to support you throughout the G-Cloud procurement journey, summarised below:

Early-stage evaluation: Section 2 (Service description) outlines our service scope, delivery approach and core benefits to help determine alignment with organisational needs.

Due diligence and contract preparation: Section 3 (G-Cloud alignment information) provides details on onboarding, consultancy response levels, data management, support and exit procedures.

Data protection and compliance assurance: Section 4 (Security and data governance) explains our information-security framework, data-handling standards and business-continuity measures.

Supplier verification: Section 5 (Supplier information) includes background on Covoxa, relevant accreditations and procurement routes.

2 SERVICE DESCRIPTION

2.1 About our service

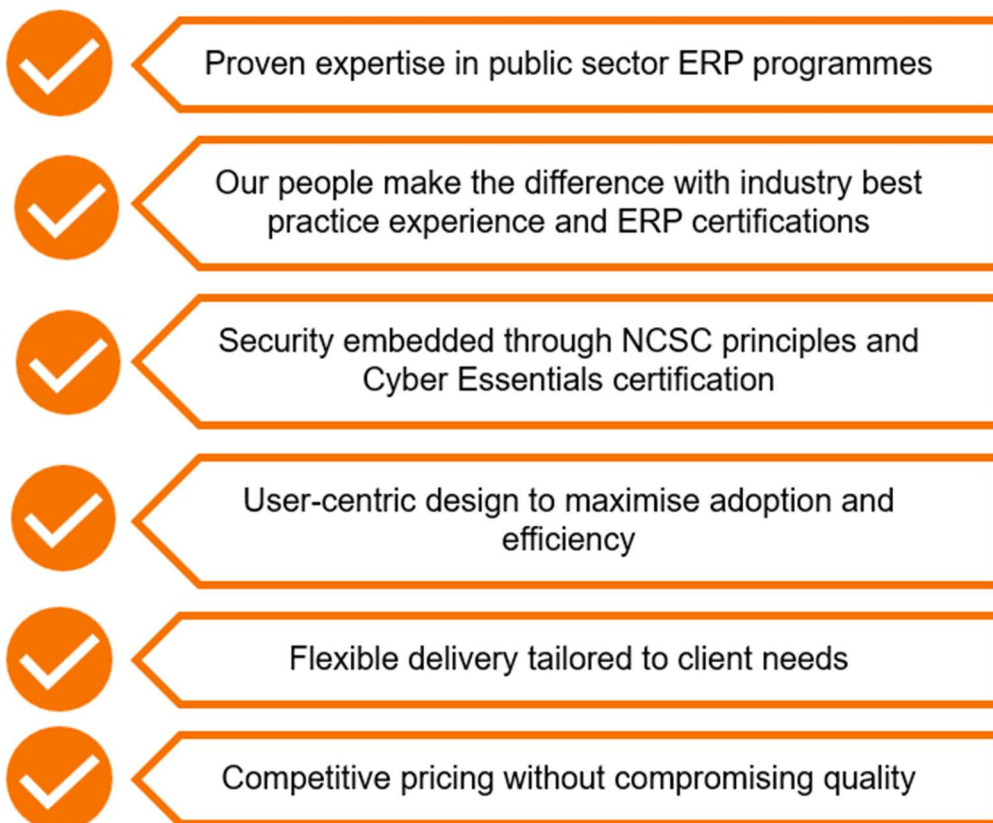
Covoxa provides Enterprise Resource Planning (ERP) Cloud Software Strategy, Advisory and Consultancy for public sector organisations. Previous or current clients include Cabinet Office, the Ministry of Justice, the Foreign, Commonwealth and Development Office. Our service helps buyers to improve existing deployments through strategic advisory and consultancy solutions.

We work with leading platforms such as Oracle Fusion, Workday and SAP, combining industry best practices with proven methodologies. Our approach ensures alignment with organisational goals, compliance with government standards and measurable outcomes.

Under the G-Cloud 15 framework, we deliver structured strategy, advisory and consultancy services that include:

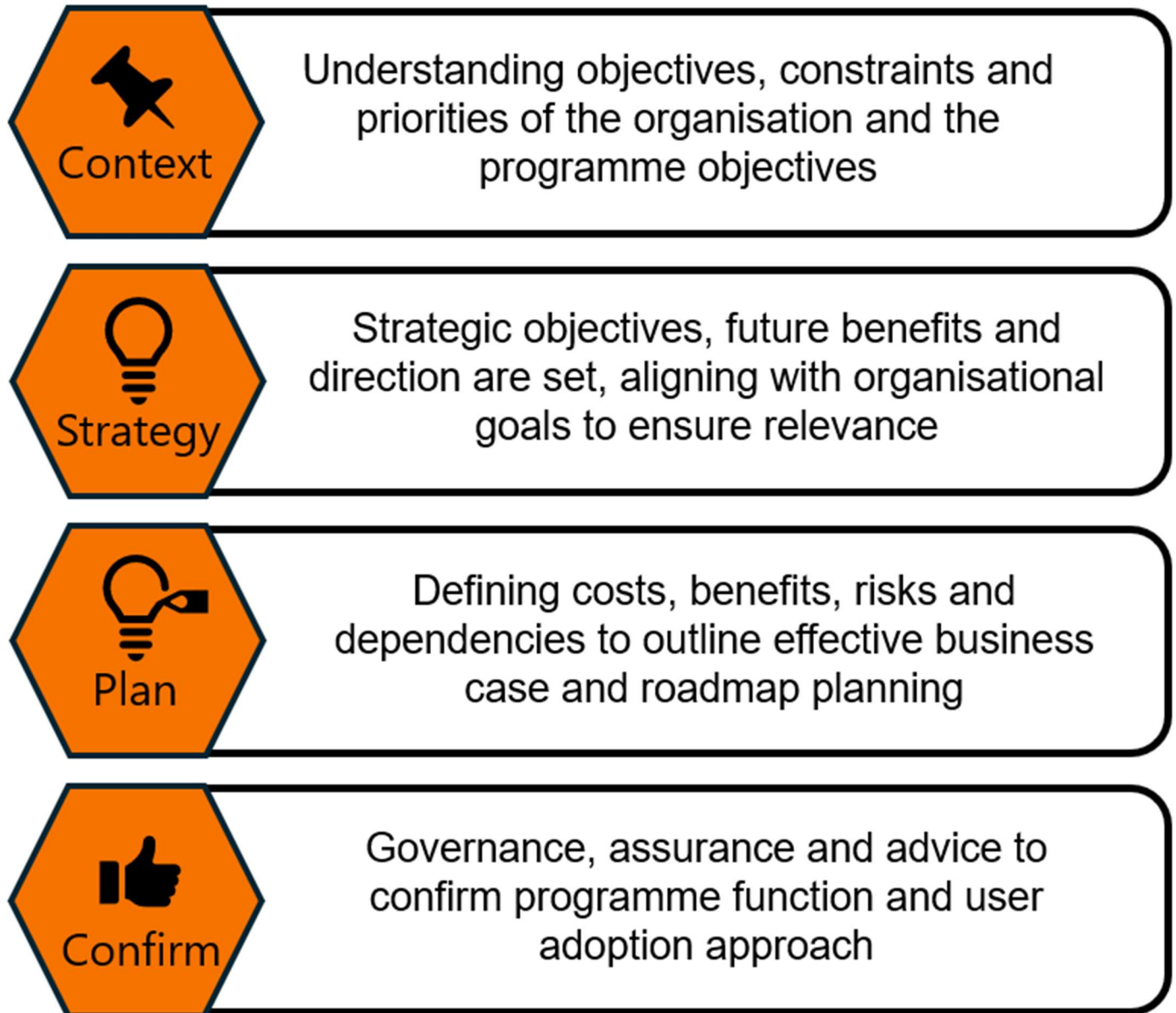
- Strategic ERP vision and roadmap development by mapping dependencies and risks at each stage of change
- Developing procurement tenders with clear tender documentation defining requirements, evaluation criteria and scope
- Working with stakeholders to define measurable benefits that justify ERP changes
- Providing understanding into how users currently work and creating adoption strategies for user engagement before change is implemented
- Offering independent expertise and advice to support decision-making and ERP management
- Business case and investment justification support through outlining options, costs, risks and benefits
- Roadmap for adoption of ongoing vendor releases to ensure maximisation of exiting investments in ERP

Value and differentiators



2.2 Delivery framework

To ensure structured, predictable delivery, we apply our consultancy methodology across every stage of the project lifecycle outlined below. To provide effective support to vendors, we follow a 4-step consultancy approach tailored to each vendor and their needs. To maintain alignment with organisational goals and compliance requirements, each phase includes defined activities and checkpoints.



2.3 Service features / benefits

Strategy development

We support organisations define a clear ERP vision and strategy, aligned to wider objectives and government digital transformation initiatives. Our approach confirms ERP investment is in step with operating models and long-term service goals.

✓ **Benefit:** Objective alignment – ERP initiatives are crafted and embedded in wider organisation and government goals

Business case production

We enhance the development of business cases by defining options, costs, risks and benefits to support organisations in presenting a compelling case for investment.

✓ **Benefit:** Funding justification – Helps secure funding through a clear demonstration of value, efficiency and user benefits

Stakeholder engagement

We work with senior stakeholders and organisational partners to build shared understanding, improve engagement and reduce resistance to change.

✓ **Benefit:** Builds stakeholder support – Helps inform strategy approach and justification

User priorities

Ensuring ERP strategy reflects how services function in practice, we map ERP visions to real-world, end-to-end processes and user journeys.

✓ **Benefit:** Improving user experience – Outlining workflows and understanding user requirements to inform an enhanced development approach

Cloud ERP selection process

Enabling effective decision making, we provide independent advice to support Cloud ERP appraisals by assessing suitability. This includes considering security, value for money and user experience.

✓ **Benefit:** Informed decisions – Identifies the most appropriate solutions based on organisational needs

Defining benefits

Providing a clear framework for tracking value throughout the programme lifecycle, we help to identify and define measurable benefits from ERP change.

- ✓ **Benefit:** Clear value tracking through linking outcomes to proposed ERP initiatives

Cloud readiness assessments

Supporting early risk mitigation and effective implementation, we assess organisational readiness for ERP change by considering existing standards, including processes, data maturity and capability.

- ✓ **Benefit:** Reduces risk by preparing organisations for new ERP services

Technology adoption roadmaps

To reduce disruption and maintain momentum, we create phased adoption roadmaps aligned with organisational priorities.

- ✓ **Benefit:** Public sector focus – Deep experience in government ERP programmes and shared service clusters

Advisory services

Supporting client decision-making and governance, we act as independent advisors, providing challenge, assurance and industry best practice without bias.

- ✓ **Benefit:** Supporting clients make informed decisions and improve their services

Requirement gathering

To confirm proposed ERP solutions are fully functioning and informed by business needs, we offer structured requirements definition through workshops and discovery activities.

- ✓ **Benefit:** Solution designs informed by clear needs – Confirms delivery is appropriate, relevant and fit for purpose

2.4 Service scope

Our service is designed to support public sector organisations with planning, shaping and governing the adoption of cloud-based Enterprise Resource Planning (ERP) solutions. The service is advisory-led and focuses on strategy definition, option consideration, readiness assessment, governance and decision support. It does not include hands-on system configuration, development or operational support. The service can be used as a standalone advisory engagement or to complement existing ERP programmes and supplier-led implementations.

2.4.1 Add-ons and extensions

This service can complement existing ERP platforms such as Oracle Fusion, Workday and SAP by providing independent strategic and advisory support. It does not include technical extensions or integrations. Our advisory may include assessing existing solutions, identifying improvement opportunities, advising on future enhancements and defining approaches for implementation.

2.4.2 Cloud advisory model

Covoxa does not host or operate ERP platforms as part of this service. All advisory activities are delivered within the buyer's governance framework and in alignment with buyer-controlled and vendor-hosted cloud environments. For example, Oracle Fusion, Workday or SAP. Any access to systems is limited to assessment, assurance or observation purposes as agreed in the Statement of Work.

2.4.3 Service constraints

We deliver services within the following standard constraints:

- Access to relevant buyer systems, environments and subject-matter experts must be provided as agreed in the Statement of Work (SOW)
- Any system access provided is advisory-only and subject to buyer security and governance arrangements
- Delivery timelines and outputs may depend on the availability of client resources, third-party suppliers and decision-making processes
- The service does not include system configuration, data migration, testing, deployment or post-implementation operational support

2.4.4 System requirements

To ensure optimal performance, the service requires:

- **Change context:** Relevant business, technical and operational documentation
- **Stakeholder input:** Engagement from relevant personnel from business, digital and commercial functions

- **Existing systems:** Current ERP strategy, system architecture and operating model information
- **Connectivity:** Stable broadband connection (minimum 10 Mbps recommended).
- **User permissions:** Standard user account
- **Third-party prerequisites:**
 - Valid Microsoft 365 or Google Workspace licence for productivity integrations

No specialist hardware is required. Any additional requirements specific to a buyer engagement will be confirmed in the Statement of Work.

2.5 Reselling

Covoxa does not resell software, licences, hosting, or third-party services under this listing.

As part of our ERP strategy, advisory and consultancy services, we can support buyers to assess, compare and select appropriate third-party ERP products or services. This may include advising on procurement approach, evaluation criteria and supplier options.

Any recommendations provided are independent and are made solely where they support the buyer's objectives and deliver clear, measurable benefits. All procurement and contracting decisions remain the buyer's responsibility.

2.6 User support

To support buyers throughout the delivery of ERP strategy, advisory and consultancy services, we provide clear and responsive points of contact for engagement. For clarity, this support relates to advisory enquiries under this service, not technical or operational system support.

Our support is proportionate to the advisory nature of the service and is agreed as part of the Statement of Work. Our support model, defined below, is designed for accessibility and responsiveness.

2.6.1 Support details

Category	Details
Support channels	• Email • Telephone • Web Chat using Freshchat
Support scope	• Advisory queries relating to engagement scope, deliverables and progress
Support hours	• Standard: Monday–Friday, 09:00–17:00 (UK time) • Extended or 24/7 support available by agreement

Response times	As agreed in the Statement of Work
Support accessibility	Web chat meets EN 301 549 standards
Account management	Dedicated Account Manager available who is responsible for engagement oversight and coordination
Escalation process	Account Manager escalates issues in line with agreed governance arrangements

2.6.2 Accessibility and usability

Ensuring all users can access and use our service effectively, we design our support options to meet recognised accessibility standards. This guarantees adoption across the public sector without additional adjustments.

To comply with accessibility requirements, all advisory materials and reports are provided in accessible digital formats, including HTML and accessible PDF where required. Ensuring inclusive delivery, we can confirm communication preferences and accessibility needs during onboarding. Documentation is created in line with Web Content Accessibility Guidelines (WCAG) 2.2 AA and EN 301 549 standards. These standards ensure compatibility with assistive technologies such as screen readers and keyboard navigation.

2.7 How users work with our service

Users can work with us through structured advisory engagements rather than through a software platform or system interface. Our service is delivered through collaborative workshops, meetings, documented outputs and advisory communications, in line with agreed governance arrangements.

2.7.1 Workshops

To support clients in making informed decisions for ERP strategy, we deliver structured workshops that can consist of the following consultancy activities:

- Existing ERP analysis
- Strategic planning
- User-centred discovery
- Option appraisal
- Governance alignment
- Benefit definition

Our workshops can be delivered in person and remotely and outputs are documented and shared with the buyer following each session.

2.7.2 Meetings

To provide guidance, challenge and progress updates throughout the engagement, we support buyers through regular advisory meetings.

We use meetings to:

- Review findings and recommendations
- Support decision-making and approvals
- Provide client-side advisory input
- Maintain governance and oversight

Our meetings are delivered as frequently and as formatted in the agreed in the Statement of Works.

2.7.3 Documented outputs

Helping clients make ERP strategy decisions, we offer a range of outputs tailored to specific organisational needs. Subject to the Statement of Works, these can include:

- Strategy documents and position papers
- Business cases and investment appraisals
- ERP roadmaps and phased plans
- Option assessments and recommendations
- Requirements and user-journey documentation
- Governance and assurance reports

We provide outputs in the agreed format with clients, with options for Word, PDF and PowerPoint as appropriate. The level of detail can range from executive summaries to comprehensive working documents as agreed in the Statement of Works.

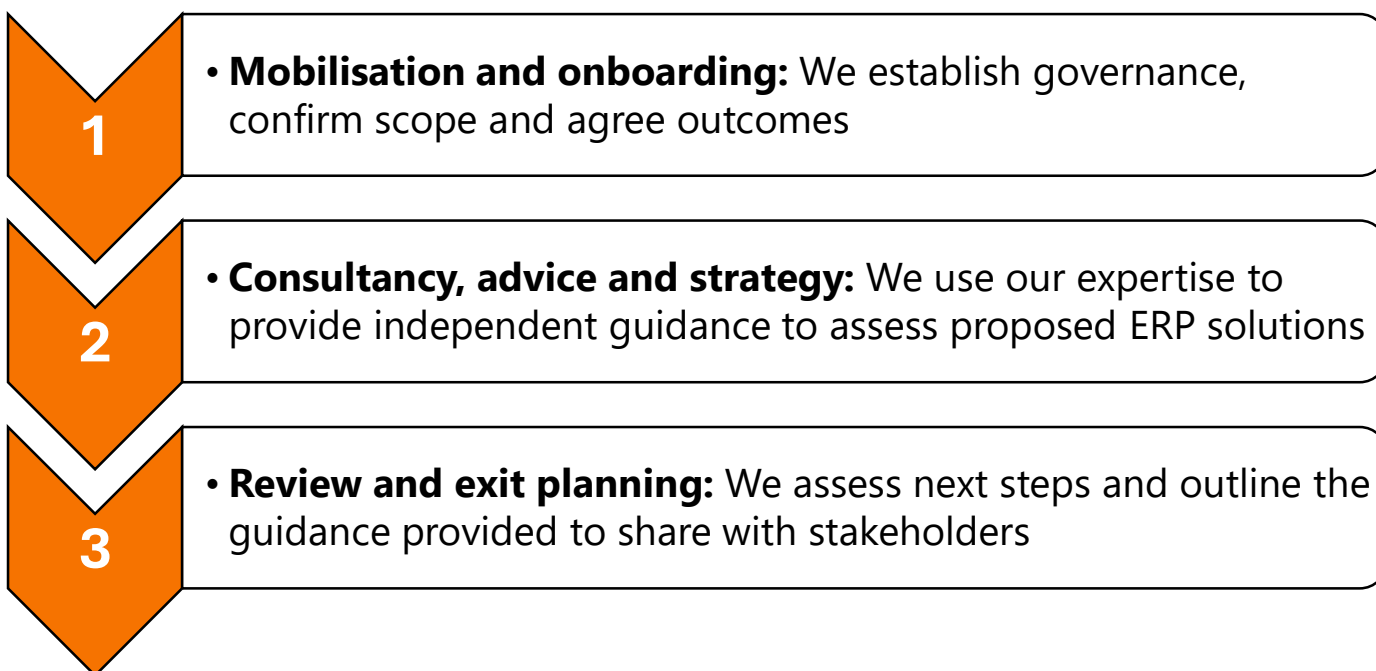
3 G-CLOUD ALIGNMENT INFORMATION

3.1 Section introduction

To ensure clarity and confidence for buyers, this section explains how our service is delivered and managed under the G-Cloud 15 framework. It describes the engagement approach used to support onboarding, advisory delivery, governance and secure offboarding. The service is advisory-led and focuses on decision support, assurance and guidance rather than system configuration, live operation or ongoing service management.

To deliver consistent quality and measurable outcomes, we apply a structured, yet flexible delivery model tailored to each buyer's objectives, governance requirements and scale. Our approach supports informed decision-making while remaining proportionate and responsive to client needs.

Each engagement follows a clearly defined advisory lifecycle, supported by Covoxa's internal management and quality processes. This ensures accountability, transparency and alignment with Crown Commercial Service framework requirements throughout the duration of the engagement.



Every engagement follows a defined lifecycle supported by our ISO-aligned management system and service management framework. This ensures accountability, transparency and alignment with Crown Commercial Service standards.

3.2 Onboarding and offboarding processes

To establish clear expectations and reduce engagement risk, every advisory engagement begins with a structured onboarding phase. This ensures governance, communication arrangements and information access are agreed upon before advisory activities commence.

Each engagement concludes with a defined offboarding phase to confirm completion of agreed outputs, support knowledge transfer and ensure any access provided is appropriately closed in line with buyer governance.

3.2.1 Onboarding

To establish clear expectations and reduce delivery risk, our onboarding phase establishes the foundations for effective delivery of ERP strategy, advisory and consultancy services. Typical onboarding steps include:

1. **Kick-off and scoping:** We meet with buyer stakeholders to confirm objectives, scope, timelines, governance arrangements and success criteria for the engagement
2. **Statement of Work (SOW):** We agree and confirm the Statement of Work, setting out advisory activities, deliverables, dependencies, timescales and commercial terms
3. **Information and access agreement:** The buyer provides access to relevant documentation, stakeholders and where required, read-only or observational access to systems for assessment purposes, in line with buyer security policies
4. **Roles and engagement governance:** To support effective communication and oversight, we confirm key roles, points of contact, escalation routes and reporting arrangements
5. **Discovery and confirmation:** To confirm priorities, assumptions and information requirements that will inform advisory outputs, we conduct initial workshops or meetings

We conclude onboarding once the Statement of Works and engagement governance arrangements are formally agreed upon by both parties.

3.2.2 Offboarding

To ensure a secure and transparent exit, every advisory engagement concludes with a structured offboarding phase. Typical offboarding steps include:

1. **Engagement closure review:** We review completed advisory outputs against agreed objectives and confirm completion of the engagement
2. **Documentation handover:** We share the agreed advisory deliverables and materials in the agreed formats
3. **Knowledge transfer:** To support continuity and informed decision-making, we inform stakeholders of our findings, recommendations and proposed future actions
4. **Access and data return:** In line with governance and data protection requirements, we return or delete any project-specific information and revoke any temporary access
5. **Next steps:** Where required, we may offer continued advisory services under a new or extended Statement of Work

3.3 Data

This service involves limited handling of buyer information and does not include hosting, processing or operational management of ERP system data. In line with buyer governance and data protection requirements, we consider data for this service in relation to advisory activities, documentation review and analysis and engagement deliverables.

3.3.1 Data importing and exporting

This service does not provide data import or export functionality. Where required for advisory purposes, we may review sample, anonymised, or buyer-provided datasets supplied by the buyer. Any data review supports analysis, option appraisal or assurance activities only. All data remains under the control of the buyer and is not transferred into Covoxa-managed systems.

3.3.2 Analytics

This service does not provide analytics platforms, dashboards or application programming interfaces (APIs) under this listing. To inform our decision-making, governance or assurance recommendations, our advisory activities may include reviewing reports, metrics or outputs generated from buyer-managed ERP or Business Intelligence tools.

3.3.3 Independence of resource

Each advisory engagement is delivered independently within the buyer's organisational and technical environment.

Covoxa does not operate shared infrastructure or multi-tenant systems as part of this service. Any access provided for advisory purposes is granted by the buyer, is limited to what is necessary and is governed by the buyer's security policies and role-based controls.

3.3.4 Public sector networks

Each advisory engagement is delivered independently within the buyer's organisational and technical environment.

Covoxa does not operate shared infrastructure or multi-tenant systems as part of this service. Any access provided for advisory purposes is granted by the buyer, is limited to what is necessary and is governed by the buyer's security policies and role-based controls.

3.3.5 Data-in-transit protection

Any information shared between Covoxa and the buyer as part of this advisory service is protected in line with the buyer's agreed data-handling and security policies.

We use secure communication methods agreed with the buyer for exchanging documents and engagement materials. This service does not include the operation of systems or environments that require dedicated encryption, gateways, or network security controls.

3.3.6 Asset protection

We do not host, store or operate ERP system assets or production data as part of this service. Any advisory materials we provide to the buyer and retain or dispose of in line with agreed governance and data protection requirements.

3.4 Availability and resilience

Our availability commitments apply to engagement delivery and personnel availability, not to ERP platforms, cloud infrastructure or technical systems. These remain the responsibility of the buyer and their chosen suppliers.

3.4.1 Guaranteed availability

We deliver this service through scheduled advisory activities, including workshops, meetings and documented outputs, as agreed in the Statement of Work:

- Advisory resource availability is agreed at the outset of each engagement
- Any changes to availability are communicated in advance through agreed channels
- No uptime, backup or disaster-recovery commitments are provided as part of this service

We manage business continuity for consultancy delivery through our internal robust continuity measures. This ensures continuity of personnel, knowledge and documentation in the event of unforeseen circumstances.

3.5 Governance

To ensure professional delivery and compliance, Covoxa operates under a structured governance framework aligned with recognised standards. Our services follow the National Cyber Security Centre (NCSC) 14 Cloud Security Principles and hold **Cyber Essentials certification**. Our engagement governance arrangements are agreed with the buyer at the start of each engagement and documented within the Statement of Work. To support transparency and accountability, these arrangements define reporting, escalation routes, decision-making responsibilities and review points. In line with recognised standards and the Crown Commercial Service framework expectations, we operate under internal governance and quality management processes. Our Compliance Manager oversees governance of all management systems. This role reports to the board-level Quality and Security Committee to ensure accountability and transparency.

3.6 Security

To protect sensitive data and maintain compliance, Covoxa embeds security into every stage of our consultancy engagement. Our security controls for this service are designed to reflect the advisory nature and limited handling of buyer data. We access and review buyer information within buyer-controlled environments and maintain data under buyer governance at all times.



To strengthen resilience against cyber threats, we hold Cyber Essentials certification and follow the National Cyber Security Centre (NCSC) 14 Cloud Security Principles. This ensures compliance with recognised government standards for data protection.

To maintain secure data handling, we enforce strict access controls, encryption and secure disposal processes. To provide accountability, a board-level Security Lead oversees governance, risk management and compliance activities. This role ensures security remains a strategic priority. To drive continuous improvement, security responsibilities, KPIs and audit outcomes are reviewed regularly. These reviews identify risks early and enable proactive mitigation.

To comply with the UK General Data Protection Regulation (GDPR), buyer data is normally held on buyer-provided infrastructure. This approach minimises exposure and ensures compliance with data protection laws. Covoxa staff screening processes can conform to BS7858:2019 and achieve government security clearances up to Developed Vetting (DV) if required.

3.6.1 Operational security

This service does not involve the operation, configuration or management of ERP systems, infrastructure or hosted environments. Operational security for ERP platforms, cloud infrastructure and technical services remains the responsibility of the buyer and their chosen suppliers. Our role is limited to advisory assessment, assurance and guidance activities.

Internal operational security measures are in place to protect advisory materials, communications and engagement documentation in line with applicable policies and contractual requirements.

3.6.2 Staff security

To protect buyer data and maintain compliance, Covoxa enforces strict staff security measures for all personnel involved in advisory engagement. Ensuring trust and integrity, all staff undergo background screening that meets Baseline Personnel Security Standard (BPSS) or BS7858:2019 requirements. This reduces insider risk and ensures suitability for sensitive roles.

To minimise exposure, we grant access to buyer information in accordance with the buyer's policies and restrict access to individuals with a defined need for the information. Ensuring alignment with buyer security policies, we review security responsibilities and clearance requirements during onboarding.

Where required, we can sponsor additional security clearances, including Security Check (SC) and Developed Vetting (DV), for designated roles. This ensures compliance with public sector security requirements. To maintain accountability, staff security responsibilities and clearance levels are reviewed regularly.

3.6.3 Identity and authentication

We do not provide, operate or manage user authentication systems as part of this advisory service. Where access to buyer systems is required for assessment or assurance purposes, authentication and access controls are managed by the buyer in line with their security policies. Our staff comply with all buyer-defined access and identity management requirements.

3.7 Auditing

To provide transparency and support compliance, our audit activity for this service relates to engagement governance, assurance and contractual compliance. Buyers may request evidence of delivery against the agreed scope, outputs and governance arrangements in line with the Statement of Work. Covoxa maintains appropriate internal records in support of quality management, contractual assurance and regulatory compliance.

3.7.1 Performance monitoring and metrics

To provide transparency and confidence, Covoxa monitors performance for advisory engagements to assess progress against agreed objectives, milestones and deliverables, as defined in the Statement of Work.

We review our engagement process through:

- Regular update meetings
- Agreed reporting and review points
- Buyer feedback captured throughout delivery

Our approach supports transparency and enables timely issue identification and resolution without relying on technical performance measurement.

3.7.2 Compliance and quality management

To ensure consistent quality and compliance, our approach to quality management is aligned with recognised best practice. This supports consistent, professional delivery across ERP strategy and consultancy engagements. Our compliance considerations focus on contractual obligations, data protection requirements and buyer governance expectations.

To identify improvement opportunities, Thursten Clements, Managing Director, reviews customer feedback and engagement outcomes monthly. These reviews identify improvement opportunities and track corrective actions. To ensure governance, our Compliance Manager oversees all management systems and reports to the board-level Quality and Security Committee. This provides transparency and strategic oversight.

3.8 Backup, restore & disaster recovery

Covoxa's ERP Cloud Software Strategy, Advisory and Consultancy service does not include the hosting, operation or management of systems, data, backups or disaster recovery services. Backup, restore and disaster recovery arrangements for ERP platforms and underlying cloud infrastructure are the responsibility of the buyer and their chosen ERP vendors and service providers.

3.9 Training

To ensure successful adoption and long-term value from cloud ERP solutions, our service includes advisory knowledge transfer and guidance.

Our training-related activities are focused on supporting understanding, decision-making and readiness as part of strategic and advisory engagements. Activities may include:

- Advisory workshops to explain ERP strategy, operating model changes or proposed approaches
- Guidance to support stakeholder understanding of ERP concepts, options and implications
- Recommendations on training approaches, roles and responsibilities for future implementation phases

Where required, Covoxa may support buyers by advising on the design of training strategies, training needs analysis or capability development approaches. Any advisory knowledge-transfer activities are agreed to and documented in the Statement of Work.

3.10 Service pricing

To provide transparency and value for money, Covoxa offers clear and competitive pricing under the G-Cloud 15 framework. Our pricing model is based on standard G-Cloud terms and is published in the separate Pricing Document available on the Digital Marketplace. This document includes full details of day rates, role definitions and any optional services.

To give buyers flexibility, we offer multiple pricing options:

- Time and Materials (T&M): Charged per day for consultancy and support services
- Fixed-price engagements: Available for defined deliverables or projects
- Outcome-based pricing: Negotiated for specific results where appropriate

Discounts may be available for longer-term engagements or volume commitments.

Free trials are not applicable for consultancy services, but we provide initial scoping sessions at no additional cost to help buyers define requirements. All pricing is transparent, with no hidden

charges. Any additional costs, such as training or bespoke deliverables, are clearly itemised in the Pricing Document.

3.11 Invoicing process

To provide clarity and predictability, Covoxa follows standard government invoicing and payment practices. Invoices are issued monthly in arrears unless otherwise agreed in the Call-Off Contract. This approach ensures buyers only pay for services delivered. Payment terms comply with the UK government's standard 30-day payment policy, supporting prompt settlement and financial transparency. Accepted payment methods include BACS transfer, purchase order (PO) and other standard government-approved channels. This ensures compatibility with public sector finance systems. There is no minimum contract term for our services unless specified in the buyer's Statement of Requirements. Billing periods are flexible and aligned to the engagement scope. All invoicing is supported by clear itemisation of services, day rates and any agreed additional charges. Buyers can also access self-billing options where required.

3.12 Termination terms

To provide clarity and compliance, termination is governed by the Crown Commercial Service (CCS) G-Cloud 15 Call-Off Terms and Conditions. To give buyers flexibility, contracts can be terminated in accordance with these terms by providing written notice. This ensures buyers retain full control over service engagement.

Covoxa may terminate only in cases of material breach or non-payment, protecting both parties from undue risk. To maintain data security, all buyer information is handled in line with our offboarding and data-deletion process. This includes secure removal of data and confirmation of deletion. There are no early termination penalties unless specified in the buyer's Statement of Requirements. Any agreed notice periods will be documented in the Call-Off Contract.

4 SECURITY AND DATA GOVERNANCE

4.1 Data protection and encryption

Covoxa normally processes data within buyer environments. Where information is shared for advisory purposes, such as documents, reports or extracts, we handle data in accordance with agreed governance and data protection requirements.

We use secure methods for exchanging information with buyers, as agreed at the outset of the engagement. All data protection arrangements for ERP platforms and underlying cloud infrastructure remain the responsibility of the buyer and their appointed suppliers.

4.2 Data at rest, storage locations and physical security

Where ERP data is stored, it remains within buyer-managed environments or the data centres of buyer-appointed ERP vendors, such as Oracle, SAP, or Workday. This is subject to the security and physical safeguards provided by those organisations.

4.3 Data disposal

In line with the terms of the Statement of Work, contractual obligations and applicable data protection requirements, any advisory materials we create during the engagement are provided to the buyer and retained or disposed of.

4.4 Information security management and certifications

To provide assurance and maintain compliance, Covoxa operates a robust information security management framework that has been independently certified. To protect buyer data and reduce risk, our services align with ISO 27001 for information security and ISO 9001 for quality management.

We hold Cyber Essentials certification, embedding UK government security principles into our processes. To ensure ongoing compliance, we undergo annual audits and surveillance reviews by accredited certification bodies. Findings are tracked and integrated into our continuous improvement programme. To maintain accountability, governance is overseen by a named Information Security Manager, supported by a board-level Quality and Security Committee. Thursten Clements, Data Protection Officer (DPO), supports our information security management.

4.5 Identity and access management

This service does not provide, operate or manage identity and access management systems. Responsibility for user identity, access controls and audit logging remains with the buyer and their appointed technology suppliers.

Where we require access to buyer systems for assessment, review or assurance purposes, we follow the buyer's security policies and procedures. All our staff will comply with buyer-defined authentication, authorisation and access management requirements. Any access provided is time-bound, role-specific and subject to buyer governance and oversight.

5 SUPPLIER INFORMATION

5.1 About us

Covoxa is a UK-based consultancy founded in 2010, specialising in Enterprise Resource Planning (ERP) cloud solutions for public sector organisations. We combine deep industry knowledge with proven methodologies to deliver successful ERP transformations that align with organisational goals and government digital strategies, including the Shared Services Strategy for Government.

Our mission is to empower organisations through cutting-edge ERP solution consultancy that streamlines decision-making, improves efficiency and unlocks long-term value. Collaboration is at the heart of our approach, ensuring shared goals and measurable outcomes. Our core expertise includes:

- Strategy and advisory services for Tier 1 ERP platforms such as Oracle Fusion, Workday and SAP
- Implementation and support services covering design, configuration, data migration, integration and testing
- Client-side advisory services for larger implementations
- Change management and user adoption strategies to maximise benefits and reduce risk

Why buyers choose Covoxa

- ✓ **Proven experience** delivering ERP strategy advice for central government departments and shared service clusters.
- ✓ **Independence** from ERP vendors and system implementers, ensuring impartial advice.
- ✓ **Certified professionals** with vendor-specific accreditations and extensive public sector experience
- ✓ **Security and compliance** are embedded in every engagement, supported by **Cyber Essentials certification**

Our values:

- Collaboration and partnership
- Innovation and excellence
- Integrity and accountability
- User-centric design
- Sustainability and long-term value

Covoxa is proud to be a UK-based SME committed to delivering social value proportionate to our size, supporting local communities and contributing to government sustainability goals.

5.2 Relevant experience and testimonials

To give buyers confidence in our capability, Covoxa brings extensive experience delivering complex ERP programmes for public sector organisations.

Client Side Advisory Services for a New ERP System Implementation: Working with a large Government Department at the heart of UK Government on a tier 1 ERP replacement programme Covoxa is providing client side advisory services for the design, configuration, data migration, testing and deployment of a full platform solution.

Enhancements and Improvements to an Existing ERP Installation: Contracted to this large central Government Department Covoxa are helping maximise an existing ERP investment by implementing solutions for emerging business priorities and exploiting new functionality from vendor periodic releases.

5.3 How to buy

Covoxa's services can be procured directly through the Crown Commercial Service (CCS) G-Cloud 15 Digital Marketplace.

Buyers can search for Covoxa on the Digital Marketplace and select the required service listing. Once selected, the buyer and Covoxa will:

- Agree a Statement of Work (SOW) detailing scope, deliverables, timescales and pricing
- Raise a Call-Off Contract under the G-Cloud framework terms
- Issue a Purchase Order (PO) to confirm commencement

Ensuring transparency and compliance with public-sector procurement regulations, all engagements are delivered in line with G-Cloud framework conditions.

Enquiries or pre-contract discussions can be arranged through our central contact point:

- Thursten Clements
- thursten@covoxa.co.uk
- 07979 576547