

Service Definition Document – Virtual Event Space (VES)

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CCS - G-Cloud 15
19 January 2026



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Contents

Service attributes	4
Service type	4
Service name	4
Service name	4
About your service	4
Service description	4
Service features and benefits	4
Service features and benefits	4
Service scope	5
Service constraints	5
User support	5
Email or ticketing support	5
Phone support	5
Web chat support	5
Support levels	6
Staff security	6
Staff security clearance	6
Government security clearance	6
Documents	6
Pricing	6

Service attributes

Service type

Cloud Support

Service name

Service name

Virtual Event Space (VES)

About your service

Service description

Online stakeholder and end user engagement platform for a range of consultation event types of varying scales and complexities. Enables the display of information and subsequent gathering of feedback and opinion helping to avoid programme delays. Provides real-time discussion and face-to-face engagement in a safe and controlled environment.

Service features and benefits

Service features and benefits

Service features

- Integration of your branding throughout the event experience
- Private and public options
- Shared through your website, social media and other digital platforms
- Enables immediate feedback to be easily gathered during a visit
- Survey forms and questionnaires
- Voice-overs and multi-lingual content
- On-demand support team to manage the event

Service benefits

- Inclusive and accessible to a wider audience 24/7
 - Provides greater access and connects more people than ever before
 - Reduced programme delays
 - Drives continuity in consultation of project development plans
 - Visitors can explore the room and content as they choose
 - Reduced carbon footprint
-

- Reduced costs and time
 - Improves safety of attendees and hosts
 - Improves speed to market
 - Supports other activities as part of an integrated strategy
-

Service scope

Service constraints

Full functionality is currently supported on all major modern internet browsers on all devices. Internet Explorer is not supported. Support is provided remotely.

User support

Email or ticketing support

Email or online ticketing support

Yes

Support response times

Email support available Monday - Thursday - Usually within 24 hours Friday - Sunday - By Monday

User can manage status and priority of support tickets

No

Online ticketing support accessibility

None

Phone support

Phone support

Yes

Phone support availability

9 to 5 (UK time), Monday to Friday

Web chat support

Web chat support

No

Support levels

Full support provided for all aspects of the platform included within the base cost

Staff security

Staff security clearance

Staff screening not performed

Government security clearance

Up to Security Clearance (SC)

Documents

- Service definition document
 - Terms and conditions document
 - Pricing document
-

Pricing

Price

£5,495 a unit

Discount for educational organisations

Yes
