



G-Cloud 15

Service	Professional Collaboration Platform
Document	Service Definition

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SERVICE CONCEPT

The service is designed to support inter-organisational professional collaboration in public and third sector contexts where individuals and organisations are required to work together on shared issues, programmes, or areas of professional practice.

In many parts of the public and third sector, inter-organisational collaboration is not optional. It is a necessary part of how outcomes are achieved. Organisations are frequently required to maintain active dialogue with professional networks, delivery partners, and peer bodies in order to share learning, coordinate activity, and respond to complex or evolving challenges.

This form of collaboration takes a number of familiar shapes. In healthcare, professional networks are used to share learning and introduce new treatments and practices across organisational boundaries. In areas of sectoral transformation, collaboration is required to align policy, delivery, and professional practice as systems change over time. Multi-agency collaboration is also a defining feature of responses to complex social, environmental, or economic challenges, where outcomes depend on coordination between multiple organisations rather than the actions of any single body. Similarly, in regional and local economic development, collaboration networks are used to align public bodies, delivery partners, and supporting organisations around shared priorities, intelligence, and activity.

In these contexts, collaboration typically takes place alongside, rather than within, formal organisational hierarchies. Participants remain accountable to their home organisations, but must also engage with external peers over extended periods of time, often across changing programmes, personnel, and operating conditions.

COLLABORATION CHALLENGES

Collaboration networks are a natural part of life in the public and third sectors and can deliver significant value. They are frequently established with clear intent, senior support, and a shared sense of purpose. However, many such initiatives struggle to sustain momentum due to common and predictable challenges, even where there is strong intent to work together.

Sustained collaboration is driven primarily by human relationships, rather than by platforms or content alone. Professionals engage when they can develop shared context, trust, and direct working relationships over time. This begins at first engagement, where participants need to see immediate value and relevance, and a clear rationale for committing their time and energy.

Professional networks are therefore shaped by people rather than features or functions. Systems that support this work need to enable early value realisation, connect relevant individuals, and create the conditions for professional interest and momentum to develop over time.

These observed patterns inform how the service operates. The platform is designed to support the formation and sustainability of inter-organisational collaboration by focusing first on connection, orientation, and continuity, rather than assuming that collaboration will emerge organically once a space or tool is provided.

The characteristics of the service reflect an understanding that professional collaboration depends on early value realisation, trusted human relationships, and the ability to sustain interaction over time within appropriate governance and assurance constraints.

SERVICE DESCRIPTION

The system is a configurable professional collaboration platform designed to support inter-organisational working in public and third sector contexts. It provides a shared digital environment where professionals from multiple organisations can connect with one another, exchange knowledge, and collaborate on shared issues, initiatives, and areas of practice over time.

The system consists of fully mobile responsive, accessible (WCAG2AA) and secure web-based portals and dashboards based on Ember's Digital Engagement Framework which is our library of components and micro-services for Digital Public Services.

APPLICATION

The platform is intended for situations where collaboration cannot be contained within a single organisation's internal systems. Participants remain accountable to their home organisations, but require a neutral, governed space in which to work with external peers, delivery partners, and professional networks. The system operates alongside existing organisational tools rather than replacing them, providing continuity for collaboration that would otherwise rely on informal networks, email, or episodic meetings. The platform is intended to operate as a persistent service, supporting collaboration over extended periods rather than as a time-limited project or campaign.

A central feature of the platform is its support for direct professional interaction, not just passive information sharing. Individuals and organisations are represented through structured profiles that make roles, interests, expertise, and organisational affiliation visible, allowing participants to understand who else is involved in the network and how they might contribute or engage.

Collaboration within the platform is driven by interaction between people. Participants can take part in discussions, form or join thematic or programme-based collaboration spaces, communicate directly with peers or groups, and make explicit help-requests to the wider network or to targeted groups. This allows professionals to surface questions, challenges, or needs, and enables others in the network to respond based on their experience or expertise. This request-and-response mechanism is a key way in which value is created within the network, turning professional presence into active collaboration.

The platform also supports the coordination of activity over time. Updates, opportunities, resources, and events can be shared with relevant audiences, and collaboration spaces can be used to sustain dialogue and shared understanding between meetings or phases of work. This supports continuity and momentum, particularly where collaboration spans long time horizons or multiple organisations.

GOVERNANCE

Governance and oversight are built into how the system operates. Participation is managed through controlled onboarding and approval processes, and administrators can moderate activity, manage groups, and apply appropriate access controls. This allows collaboration networks to operate as legitimate, trusted environments within public and third sector assurance and governance expectations.

The system has been implemented in multiple contexts using the same core platform capabilities, configured to different collaboration purposes, network structures, and operating models. This allows the service to be reused and adapted without requiring bespoke development for each implementation, while remaining suitable for a range of inter-organisational professional collaboration scenarios.

INTER-ORGANISATIONAL COLLABORATION

A central capability of the system is its support for identifying and connecting with relevant collaborators across organisational boundaries. In inter-organisational environments, it is often difficult for professionals to know who else is working on related subject matter, where interests overlap, or who may be open to collaboration beyond existing personal or organisational networks. The system is designed to reduce this friction by making professional context, interests, and potential relevance visible within a governed network.

This is achieved through structured, searchable profiles that allow individuals to express their professional interests and areas of focus, alongside descriptive indicators of their openness to collaboration. Interest information is not treated as free-form text, but is based on a defined taxonomy that is created and managed for each implementation of the platform. These taxonomies operate at multiple levels, allowing both broad and more specific areas of interest to be represented consistently across the network. This structure enables meaningful discovery of people working on the same or adjacent topics, rather than relying on informal knowledge or chance encounters.

The system also makes use of assistive, automated mechanisms to help surface potentially relevant collaborators based on shared or related interests. These mechanisms are designed to support professional judgement rather than replace it, helping users to navigate large or complex networks and identify people they may not otherwise encounter. All discovery takes place within the boundaries of an authorised, invite-based network, with membership, visibility, and access governed according to the rules of the collaboration environment.

Example features that support this capability include:

- Searchable individual and organisational profiles with declared interests and areas of expertise
- Controlled interest tagging based on a defined, multi-level taxonomy
- Filtering and discovery tools to surface people working on related or adjacent subject matter
- Assistive matching or recommendation features to highlight potentially relevant collaborators
- Indicators of openness or availability for collaboration expressed through descriptive profile information
- Invitation-based membership and governed visibility within the network

RICH MEMBER PROFILES

Member profiles provide the identity layer of the system and establish the context needed for meaningful professional collaboration. Profiles are designed to support discovery, trust, and interaction by making professional background, interests, and activity visible within the network. They are active elements of the collaboration environment rather than static directory records.

At the centre of the model are **individual professionals**. People can join and participate in the network as individuals, with profiles that represent their role, interests, expertise, and areas of activity. These profiles provide essential context for collaboration, helping others understand who someone is, what they work on, and how they might engage, whether through discussions, collaboration spaces, or help requests.

Where relevant, individuals can also be associated with **organisations**. Organisational profiles provide a shared, canonical representation of organisations within the system, helping to situate people in context and avoid ambiguity or duplication. This allows networks to maintain a consistent

understanding of organisational affiliation without requiring participation to be formally authorised or controlled by those organisations. The organisational layer is therefore supportive rather than mandatory, and is used where it adds clarity and value.

Organisations may also choose to describe their **services or capabilities** within the system. Service profiles are linked to organisational profiles and provide structured visibility of what an organisation offers. These service listings can be surfaced within the collaboration platform itself and, where appropriate, reused in other areas of the system, including public-facing websites. This allows service information to be maintained once and used consistently across collaboration, discovery, and communication contexts.

Individuals, organisations, and services all participate in the same tagging, discovery, and communication model. Each can be associated with controlled interest tags and included in search, content distribution, and targeted communications. This enables networks to operate flexibly, supporting both individual-led collaboration and organisation-linked activity without enforcing a rigid structure.

Example features that support this capability include:

- Individual professional profiles representing role, interests, expertise, and activity
- Optional association of individuals with organisations for contextual clarity
- Organisational profiles providing a shared, canonical identity where relevant
- Creation and management of service listings linked to organisations
- Reuse of service information across the platform and other channels
- Controlled tagging of people, organisations, and services using a defined taxonomy
- Targeted communications and content distribution based on profile associations and tags

COLLABORATION SPACES

Collaboration Spaces provide secure, permission-aware environments where active collaboration takes place supporting everything from public, community discussions to confidential collaborative working. They are the primary locations within the system where professionals work together, exchange information, and coordinate activity around a shared topic, initiative, or need. These spaces are designed to support collaboration that requires continuity, context, and appropriate levels of confidentiality.

Collaboration Spaces can be configured as either open or restricted, depending on purpose and sensitivity. Open spaces support broader discussion and shared learning across a network, while private spaces provide controlled environments for focused or confidential collaboration. In all cases, access and visibility are governed to ensure that participants can collaborate with confidence and trust.

Within a Collaboration Space, participants can communicate through chat-style discussion and threaded conversations, and share documents, files, and multimedia securely. These spaces are persistent for the duration of the collaboration, allowing discussion, materials, and shared understanding to accumulate over time rather than being lost between interactions.

Collaboration Spaces can be created in multiple ways across the system. They may be initiated directly by users, automatically created when a collaboration or help request is raised, or generated from within projects, topics, or other areas of activity. This allows collaboration to form naturally in response to need, without requiring central coordination or pre-definition.

Each space can include as many or as few participants as required and can be adjusted as collaboration evolves. This flexibility allows the system to support a wide range of inter-organisational collaboration scenarios, from short-lived discussions to longer-running working spaces.

Example features that support this capability include:

- Creation of open or restricted collaboration spaces with controlled access
- Chat-style discussion with threaded conversations
- Secure document, file, and multimedia sharing within spaces
- Automatic creation of spaces in response to collaboration or help requests
- Association of collaboration spaces with projects, topics, or initiatives
- Notifications to participants to support awareness and coordination

HELP REQUESTS

Help Requests provide a structured way for participants to ask for support within the network and for others to respond based on their experience or expertise. They are designed to make requests for help visible and actionable, enabling collaboration to move beyond informal or ad-hoc exchanges.

A Help Request can be directed to a specific individual or shared with a wider group, depending on the nature of the request and the intended audience. Requests are structured to provide sufficient context, helping potential respondents understand what is being asked and decide whether to engage.

From a participant perspective, Help Requests appear as a visible form of network activity that members can choose to respond to. Responses are voluntary and form the basis for follow-up discussion and collaboration within the platform.

Help Requests are also subject to oversight within the system. Administrators have visibility of requests as they are created and can monitor whether they are receiving responses. Where a request has not progressed, administrators can take action to support resolution, including re-routing the request to other relevant members. This helps ensure that requests do not stall and that the network continues to operate as an effective collaboration environment.

Help Requests are not treated as formal support tickets or service commitments. They are a managed collaboration mechanism intended to support peer-to-peer assistance and professional exchange within a governed network.

Example features that support this capability include:

- Creation of structured help requests with defined context
- Ability to direct requests to individuals or wider network audiences
- Visibility of help requests to relevant members
- Responses and follow-up discussion within the platform
- Administrative visibility of help request activity and progress
- Ability to re-route requests to other members where appropriate

EVENTS & SHARED CALENDAR

The system supports events and shared calendars to enable coordination of time-based activity within professional collaboration networks. This capability provides a common reference point for upcoming

activity, helping participants stay aware of what is happening across the network and coordinate their involvement over time.

The platform supports both **informal and managed events**, reflecting the different ways events are used in practice. Members can publish informal events or activities to the shared calendar, allowing useful meetings, briefings, or network activity to be surfaced to others without requiring formal administration. This supports lightweight coordination and visibility across the network.

Alongside this, the system provides a more structured **administrative event management capability** for organised activity such as conferences, workshops, and training sessions. Managed events support the full event lifecycle, from creation and publication through to participation and follow-up. Administrators can distribute event information to relevant audiences, manage joining or attendance, and communicate with participants through updates and reminders.

Events can be delivered in physical locations or as digital sessions hosted on third-party platforms such as Microsoft Teams or Zoom. The system supports integration with these formats while maintaining a consistent experience for participants within the collaboration environment. Following an event, feedback requests can be issued to participants to support learning and improvement.

All events contribute to a shared calendar that provides a consolidated view of activity across the network. This helps maintain continuity between events and wider collaboration, ensuring that time-based activity remains connected to ongoing discussion, learning, and professional interaction.

Example features that support this capability include:

- Publication of informal member-led events to a shared calendar
- Creation and management of structured events by administrators
- Event joining or attendance indication (RSVP)
- Distribution of event information, updates, and reminders
- Support for physical and digital events hosted on third-party platforms
- Post-event feedback collection
- Shared calendar view to support network-wide coordination

SPECIAL PROJECTS

Special Projects provide a way to support focused collaboration around a specific subject, initiative, or area of professional practice within the wider network. They allow subsets of members to work together in a more concentrated way, while remaining connected to the broader collaboration environment.

A Special Project represents an instance of collaboration created for a defined purpose. This purpose may be time-limited, such as coordinating a visit, mission, or specific activity, or it may be ongoing, such as sustained collaboration around a shared area of interest. In many cases, Special Projects are used to support **communities of practice**, where professionals come together over time to share learning, develop practice, and address common challenges.

Each Special Project has its own dedicated area within the system. This provides a clear focal point for collaboration and can include pages, collaboration spaces, documentation, and other materials relevant to the subject or activity. Participation is limited to members for whom the project is relevant, allowing collaboration to remain focused and purposeful without involving the full network.

Special Projects are designed to be flexible rather than prescriptive. They do not impose a fixed project management structure, but instead provide a bounded context in which collaboration can develop in a way that suits the needs of the participants. This allows the system to support both dynamic, short-term initiatives and longer-running professional collaboration without fragmenting activity across separate tools or platforms.

Example features that support this capability include:

- Creation of dedicated project or practice areas within the platform
- Restricted participation based on relevance or interest
- Project-specific pages and content areas
- One or more collaboration spaces associated with each project
- Secure sharing of documents and multimedia relevant to the project
- Ongoing collaboration to support communities of practice as well as time-bound initiatives

CONTENT MANAGEMENT & ADMINISTRATION

The system includes a comprehensive set of administrative capabilities that support the operation, governance, and long-term sustainability of professional collaboration networks. These capabilities are provided through a dedicated administrative area within the platform, designed for use by network operators and administrators rather than general members.

Administration is concerned with stewardship rather than simple control. The tools available to administrators enable networks to be configured deliberately, operated securely, and actively managed over time. This includes managing participation, overseeing collaboration activity, coordinating content and communications, and ensuring the platform operates in line with public and third sector assurance expectations.

Administrators can manage users, organisations, and associated services across the system, including onboarding, invitations, and role assignment. This allows networks to support a range of participation models, from open professional communities to more restricted or invite-based environments. Role-based access controls ensure that administrative responsibilities can be distributed appropriately, while maintaining clear accountability.

Content management capabilities allow administrators to create, publish, and manage information across the platform. Content can be categorised and tagged using the controlled taxonomy and distributed to targeted audiences based on interests, roles, or participation in specific areas of the network. This enables relevant information to be surfaced without relying on broadcast communication alone.

Administrative oversight also extends to collaboration activity. Administrators have visibility of help requests, collaboration spaces, projects, and events, allowing them to monitor activity and support effective operation of the network. Where collaboration stalls or requires intervention, administrators can take action to maintain momentum and ensure that the network continues to function as intended.

Security and access controls are integral to the administrative environment. Administrative access is role-restricted and protected using multi-factor authentication. Multi-factor authentication is also available for general users and can be enabled or disabled depending on the security requirements of a particular network. These controls support compliance with public sector data protection and security requirements.

The system also supports structured, periodic communications as part of ongoing engagement and network stewardship. Administrators can define the frequency of periodical distributions, such as digests or newsletters, which summarise relevant activity and content generated within the network over a given period. These communications are tailored to users based on their interests and participation, helping to maintain awareness and engagement over time without requiring constant manual intervention.

Example features that support this capability include:

- Dedicated administrative portal with role-based access controls
- Management of users, organisations, services, and roles
- Content creation, publication, tagging, and targeted distribution
- Oversight and management of help requests and collaboration activity
- Configuration and distribution of periodic digests and network communications
- Event and project administration
- Multi-factor authentication for administrators and configurable MFA for users
- Reporting and insight into engagement and platform activity

ON-BOARDING

Onboarding provides a structured mobilisation phase that supports clients from contract award through to live operation of the platform. It is designed to ensure that the system is configured appropriately, assurance requirements are addressed, and the client is ready to operate and manage their collaboration network effectively.

Onboarding is treated as a discrete phase of the service rather than a single activity. It combines structured discovery and decision-making with practical configuration, assurance support, and preparation for live use.

CONFIGURATION WORKSHOP

A central element of onboarding is a **Configuration Workshop**, delivered early in the onboarding phase. The workshop provides a structured forum to agree how the platform will be used in the client's specific context. The workshop typically covers:

- the purpose and scope of the collaboration network,
- intended use cases and participation models,
- roles, permissions, and governance arrangements,
- tagging and taxonomy structures,
- and initial configuration priorities.

The Configuration Workshop is used to translate collaboration requirements into concrete configuration decisions, providing a shared understanding between the client and the supplier before configuration work begins.

PLATFORM CONFIGURATION

Following the Configuration Workshop, the platform is configured in line with the agreed outcomes. Configuration activities focus on applying existing platform capabilities to support the client's

requirements, including roles and permissions, taxonomy and tagging structures, collaboration spaces, and administrative settings.

Where requirements extend beyond standard configuration, onboarding may also include selective custom development to adapt or extend the platform. Any such work is scoped to the identified need and integrated into the existing system.

INFORMATION GOVERNANCE AND ASSURANCE

Onboarding includes support for information governance and assurance activities commonly required in public and third sector contexts. This may include assistance with data protection impact assessments (DPIAs), security reviews, and provision of relevant technical and security information to support client assurance processes. These activities are integrated into onboarding rather than treated as a separate exercise, ensuring that governance requirements are addressed alongside configuration and setup.

USER AND ADMINISTRATOR ONBOARDING

Onboarding includes support for enabling administrators and initial users to begin using the platform. This may include guidance on administrative tools, support with initial user setup, and assistance in establishing early collaboration activity. The focus is on enabling the client to operate and manage the platform independently following go-live.

DATA MIGRATION AND IMPORT

Where required, onboarding can include migration or import of existing data, such as user records, organisational information, or other relevant content. This is undertaken to support continuity and reduce duplication of effort when moving to the new platform.

GO-LIVE AND EARLY OPERATION SUPPORT

Onboarding concludes with support during the transition to live operation. This includes assistance during early use of the platform, addressing initial issues, and ensuring that the system is operating as intended in the client's environment.

HOSTING & SUPPORT

Ember offers managed cloud hosting using **Amazon Web Services (AWS)**. Ember-provided hosting is suitable for public digital services at local, regional, and national levels.

Hosting environment

- Deployed within AWS, selected for scalability, reliability, and suitability for public sector workloads
- Configured to support secure operation, resilience, and high availability
- Supports production and non-production environments as required

Data location and residency

- Service data is hosted in AWS data centres located in the UK and/or EEA, as agreed with the client
- Data residency requirements are confirmed during onboarding and reflected in deployment configuration
- All data storage, processing, and backups are managed within the hosting environment

Security and information assurance

Ember-provided hosting operates within an Information Security Management System (ISMS) certified to:

- ISO/IEC 27001
- Cyber Essentials Plus
- NCSC Cloud Security Principles

Security controls include:

- encryption of data at rest and in transit
- role-based access control aligned to least-privilege principles
- multi-factor authentication for administrative access
- segregation of client environments and data
- comprehensive logging and monitoring to support auditability

Resilience, backup, and recovery

- Hosting environments are designed with redundancy and monitoring to support service availability
- Automated backups are performed in line with Ember's business continuity policies
- Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO) are defined to minimise disruption and data loss

Vulnerability management

- Regular internal and external vulnerability scanning, including independent third-party testing
- Identified vulnerabilities are assessed, prioritised, and remediated in accordance with Ember's security policies

SUPPORT, AVAILABILITY, AND SERVICE LEVELS

The service includes support for the CMS and AI governance components, covering incident management, fault resolution, and assistance with operation of the service within the agreed scope.

Service availability

- The service is designed to operate at **99%+ availability**
- A **minimum availability commitment of 99%** is provided as standard where Ember provides hosting

Support hours and access

- Support is provided via Ember's service desk during standard business hours, Monday to Friday
- Support requests can be logged 24/7 via email or a support portal and are triaged by priority

Incident response targets

Support requests are prioritised based on impact and urgency, with the following standard response and resolution targets:

- Priority 1 — Critical impact
Response within 1 business hour; resolution targeted within 3 business hours
- Priority 2 — Significant impact
Response within 4 business hours; resolution targeted within 1 business day
- Priority 3 — Minimal impact
Response within 1 business day; resolution targeted within 4 business days

OFFBOARDING AND SERVICE EXIT

OFFBOARDING PROCESS

Offboarding is initiated following formal notification from the client of their intention to terminate the service. Ember confirms the offboarding plan with the client and coordinates activities to ensure an orderly and secure transition.

The offboarding process includes:

- agreement of timescales and responsibilities
- support for data extraction and transfer
- secure decommissioning of the client's service instance (where hosted by Ember)
- contract and account closure

Where required, Ember provides reasonable assistance to support the client's transition to alternative arrangements.

ACCESS TO DATA ON EXIT

Clients retain access to their service data for the duration of the contract and during the agreed offboarding period.

Ember supports the extraction of client data in standard, machine-readable formats (such as CSV or JSON), covering data generated through use of the service, including:

- website content and media
- configuration data
- AI governance logs and audit records (where applicable)

Guidance and support are provided to ensure data can be accessed and transferred in a usable form.

DATA DELETION AND DISPOSAL

Following confirmation that data extraction has been completed, Ember securely deletes remaining client data from the service in accordance with:

- ISO/IEC 27001-aligned data sanitisation procedures
- applicable data protection legislation

No client data is retained beyond the agreed retention period following service termination.

ACCOUNT CLOSURE AND ACCESS REVOCATION

As part of offboarding:

- access to the service and associated systems is revoked
- administrative credentials are disabled
- any remaining service accounts are closed

Where any credentials or assets have been provided as part of the service, Ember coordinates their secure return or disposal as appropriate.

FEEDBACK AND TRANSITION SUPPORT

As part of offboarding, Ember may request feedback on service delivery and the offboarding process to support continuous improvement. Additional transition support may be provided where agreed.

SECURITY & DATA

SECURITY

We prioritise security and business continuity to ensure the uninterrupted operation of our services and the protection service data while maintaining our Service Level commitments. Our approach includes proactive security measures and comprehensive business continuity planning.

We adhere to stringent security protocols which includes regular assessments, vulnerability management, and robust access controls, aligning with industry best practices and standards such as ISO 27001 and Cyber Essentials Plus. This commitment to security ensures that our infrastructure remains resilient against threats and vulnerabilities, safeguarding the confidentiality, integrity, and availability of our clients' data.

BUSINESS CONTINUITY

In parallel, our business continuity plan is designed to mitigate risks and minimise disruptions to our services. We maintain rigorous recovery time objectives (RTO) and recovery point objectives (RPO), ensuring swift recovery and minimal data loss in the event of an incident. This enables us to uphold our service commitments and deliver uninterrupted support to our clients even in the face of unforeseen challenges or disruptions.

DATA GOVERNANCE

We have rigorous Information Assurance and Data Governance controls and process, safeguarding the confidentiality, integrity, and availability of the data we hold. We adhere to globally recognised standards

such as ISO 27001 and Cyber Essentials Plus ensuring that our information security practices align with the highest industry benchmarks.

Our commitment to ISO 27001 signifies our robust framework for establishing, implementing, maintaining, and continually improving an Information Security Management System (ISMS). Our Cyber Essentials Plus certification demonstrates our proactive measures to protect against common cyber threats, providing clients with peace of mind regarding the security of their data.

VISUAL EXAMPLES

The following screen shot examples are from prior implementations of this platform for Scottish Enterprise (Global Scot) and Doncaster City Council. Although the Global Scot example is an international business network it shares many of the features and functions of the local business network example and is presented for reference. Please note that all content shown in the examples below is either in the public domain or sample content.

Figure 1 – Home Page Example

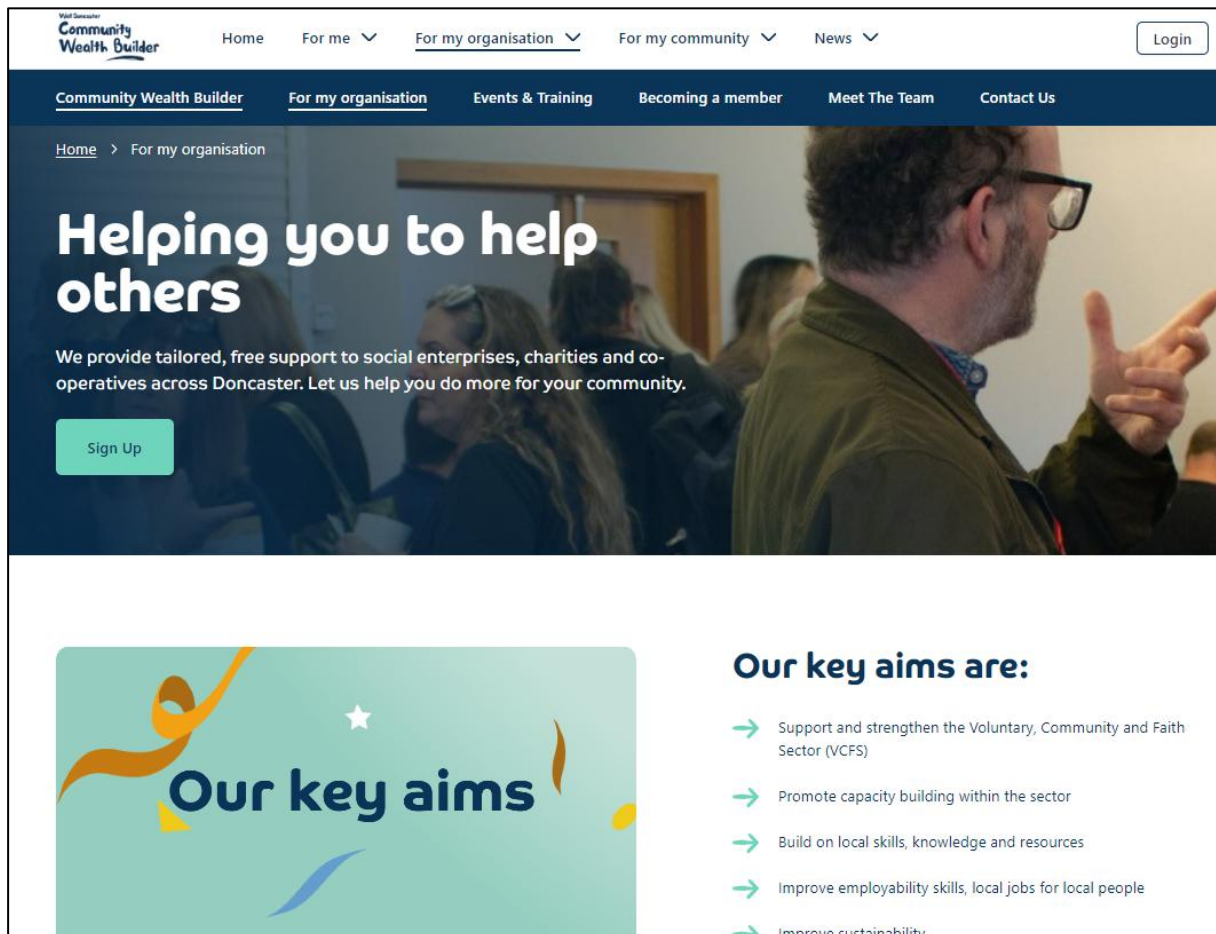


Figure 2 - Home Page Example

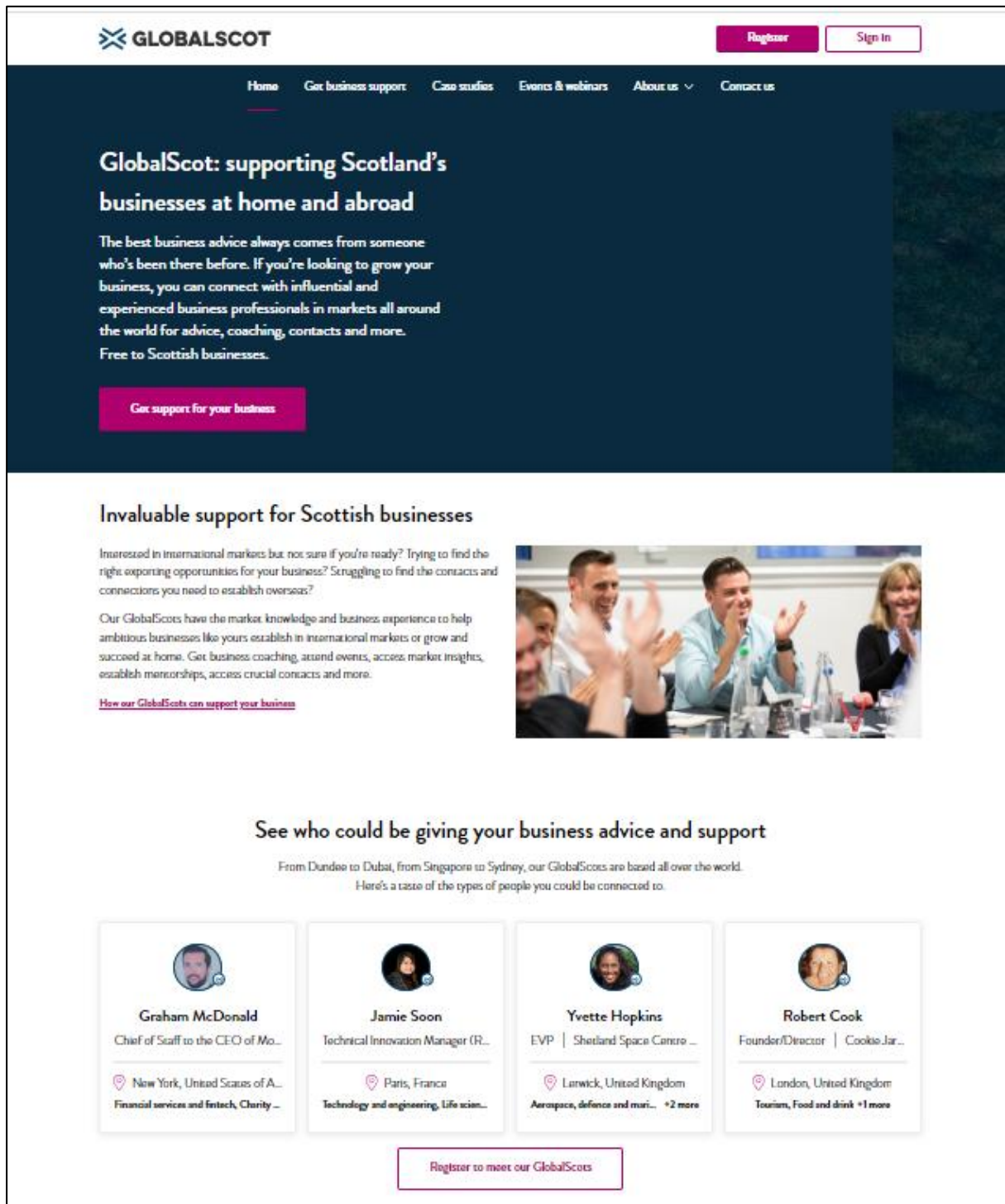


Figure 3 - Organisation & Staff Profiles

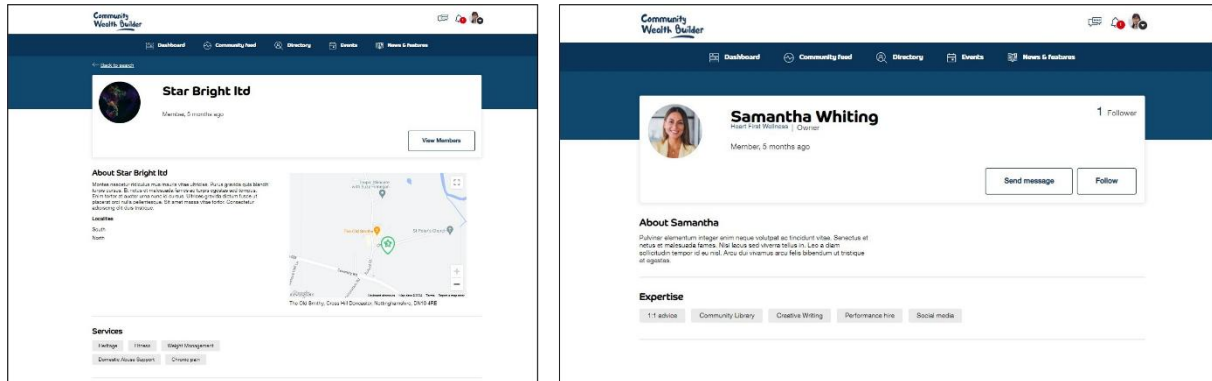


Figure 4 - Community Feed

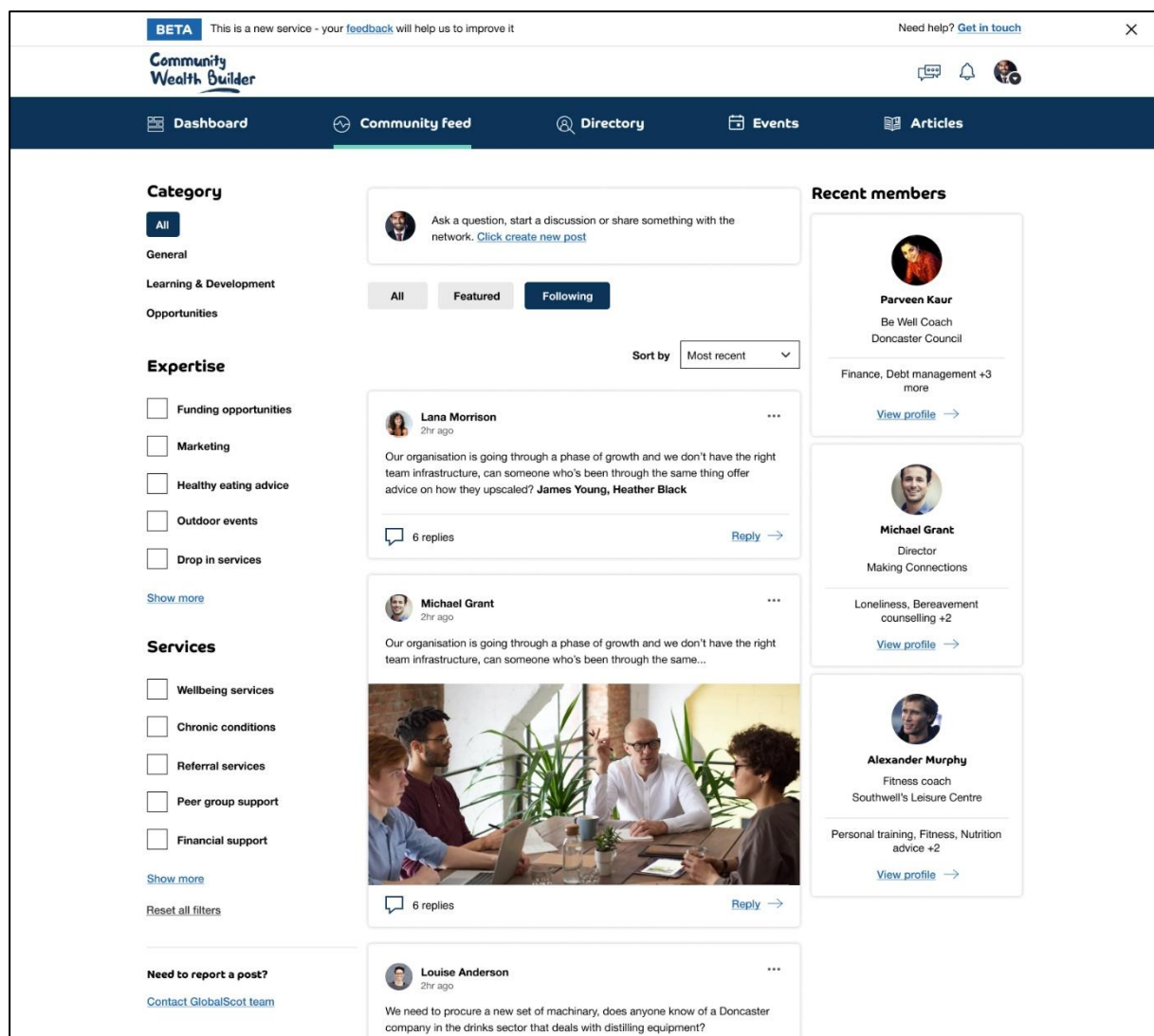


Figure 5 - Messages & File Sharing

BETA

This is a new service - your [feedback](#) will help us to improve it

Need help? [Get in touch](#)

Community Wealth Builder

Dashboard

Community feed

Directory

Events

Articles

Messages

Search messages...

Alexander Murphy

Yesterday

You: Thanks

Darren Swinney, Lana Morr...

13:24

Darren: Perhaps if there was some...

Project

Michael Grant

Mon

Subject title dolor siat amet, consectetur adipiscing elit mauris.

Help Req.

Julie McAndrew

14:48

You: Thanks Julie

Eng Partner

James Reid

Mon

Alexander: Based on what you've told...

Stephanie Jones

14:48

You: What time do you think you'll be...

Dillan Edmonds

2 days ago

Dillan: Hi Jonathan, I reviewed the do...

Alexander Murphy

Security consultant | OCP

Go to top

Hi Jonathan, I recieved a message saying you needed import advice?

3 days ago

That's right, our company has recently set up a supply chain in Canada and want to start importing some tools in shipping containers.

3 days ago

Ok, I think I can be of assistance here. I have a few contacts in the Canadian customs authority who I can get some legislative advice from and send you through. In the meantime, can you find out specific weights and any other pertinent details about the products you'll be importing?

Yesterday

Thanks

Yesterday

Type your message...

Send

Files

HelpandAdvice.PDF

PDF, 3.2mb, 8 pages

TenderResponseGuide.doc

Doc, 518kb, 5 pages

Need to get in touch with the Community Wealth Builder team?

Email the team

Give feedback about this website

Is there something wrong with this page?

About the Community Wealth Builder network

How to become a member

Join the network

Well Doncaster

BeWell Doncaster

About CWB

Events & training

Becoming a member

Meet the team

Case studies

Contact us

Accessibility

Cookies

Privacy

Terms

Confidential

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Figure 6 - Members Directory & Search



 Dashboard
  Community feed
  Directory
  Events
  News & features





Search the community network

Members

Organisations

Keyword search

Search

Expertise

1:1 support

Reset

Update results

Sort Results

Choose from the following

Results 13



Danny Liston

owner

Liston LTD

1:1 advice, 1:1 support +1 more

View profile →



Rose Hawthorn

Cleaner

Buttercup Shine

1:1 support, Funding ad... +1 more

View profile →



Francis Applebottom

Janitor

Buttercup Shine

1:1 advice, Creative Writ... +2 more

View profile →



Gemma Maxwell

Admin

Heart First Wellness

1:1 fitness sessions, Fa... +2 more

View profile →











 Dashboard
  Community feed
  Directory
  Events
  News & features





Search the community network

Members

Organisations

Keyword search

Search

Locality

North

Service

Family services

Reset

Update results

Sort Results

Choose from the following

Results 5



Liston LTD

Marketing advice, Youth ... +8 more

View profile →



Buttercup Shine

Food Bank, Mindfulness +2 more

View profile →



Heart First Wellness

Marketing advice, Youth ... +8 more

View profile →



Star Bright ltd

Heritage, Fitness +3 more

View profile →



Katie Cares

Confidential

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Figure 7 - News & Articles

BETA

This is a new service - your [feedback](#) will help us to improve it

Need help? [Get in touch](#)

×

Community Wealth Builder





Dashboard

Community feed

Directory

Events

Articles

Articles

Keyword search

Reset

Update results



Find out how the GlobalScot network helped Organisations from Glasgow get ahead...

Join Doncaster Enterprise, GlobalScots and the Organisations in the first ever meetup event...

Read more



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Is there something wrong with this page?

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Figure 8 - Events & Webinars

BETA

This is a new service - your [feedback](#) will help us to improve it

Need help? [Get in touch](#)

Community Wealth Builder





Dashboard

Community feed

Directory

Events

Articles

Events

Create new event

Keyword search

Search by title or content...

Type

Choose from the following

Reset

Update results



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Figure 9 - Help Request

New help request from Jonathan

Jonathan Khan
 CTO | TelCo
 Aberdeen, Scotland | Member for, 1 year

Help request details

Subject:
 Support to enter Asian markets

Business:
 AirFlow Technologies LTD

Sector:

Oil and gas

Renewable energy and low carbon

Location:

China

Japan

Taiwan

Request description:
 Some information of the type of advice and support the business needs so that the GlobalScot can add and offer value. Some information of the type of advice and support the business needs so that the GlobalScot can add and offer value. Some information of the type of advice and support the business needs so that the GlobalScot can add and offer value. Some information of the type of advice and support the business needs so that the GlobalScot can add and offer value. Some information of the type of advice and support the business needs so that the GlobalScot can add and offer value.

Required expertise:

Business to business (B2B)

Business to consumer (B2C)

Internationalisation

Market development

Market readiness

Can you help Lana?

If you choose to respond, you can ask more questions about the request or start offering support. If it turns out you can't offer the support needed, you can always request to close the engagement.

☐ I've read and accept the [Terms and conditions](#)

Decline request

Accept request and start chat

Figure 10 - Admin User Management

Logo

Dashboard

Users

News and Events

Requests

Challenges

Content Library

Notifications

Profile

Settings

John Smith

User Type GlobalScot

Details

Interactions

Feedback

ASSISTANCE REQUESTS: 12

Un-pause incoming requests

Keyword search

Search for keywords, location, people...

Search

Status

Type

Sort by

Reset

Update results

GR Gemma Robertson

Type Help Req.

Status Cancelled

Feedback ★★★★☆

Gemma: Hi Jonathan, thanks for sending the request for...

View interaction →

GR Gemma Robertson

Type Challenge

Status Ongoing

Feedback

Gemma: Hi Jonathan, thanks for sending the request for...

View interaction →

GR Gemma Robertson

Type Engagement Partner

Status Completed

Feedback ★★★★☆

Gemma: Hi Jonathan, thanks for sending the request for...

View interaction →

GR Gemma Robertson

Type Help Req.

Status Ongoing

Feedback

Gemma: Hi Jonathan, thanks for sending the request for...

View interaction →

Confidential

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Figure 11 - Help Request Admin Re-assignment

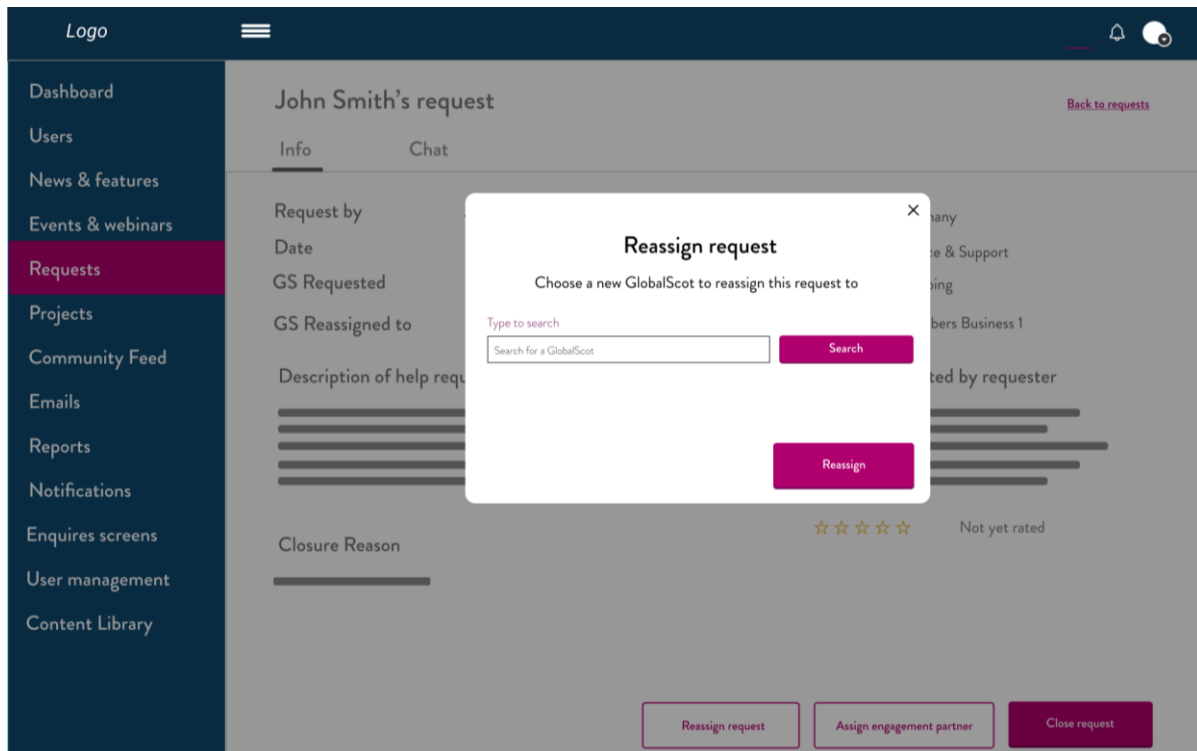


Figure 12 - Map View

BETA This is a newly launched platform [your feedback](#) will help us improve it

Need help? Call 0300 013 3385

GLOBALSCOT

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GlobalScots

Keyword search

Search

Refine

Country

Sector

Expertise

Choose from the following

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Results 431

List

Map

Lana Morrison

Product tester | Petrobal

Carracas, Venezuela

Fuel, Chemical treatment +8 more

View profile →

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