

This Service Definition Document outlines the features, operational processes, and security framework for **Docmail**, provided by **CFH Docmail Ltd**.

1. Service Overview

Docmail is a hybrid mail solution that allows users to produce, manage, and send personalised documents directly from their PCs or laptops. The service functions as a virtual print and mail factory, enabling secure electronic transfer of documents for professional printing and posting.

2. Core Service Features

- **Flexible Mailing:** Supports both bulk mailings and single letters with no minimum or maximum order requirements.
- **Rapid Processing:** Documents submitted by 5:00 PM on working days are printed, enclosed, and sent for delivery the next working day.
- **Printing Options:** Includes full colour, duplex or simplex printing on A3, A4, and A5 formats.
- **Enclosure Services:** Automated enclosing into C4 or C5 window/non-window envelopes with optional overprinting of logos.
- **Digital Integration:** Offers SMS text messaging and secure e-delivery via the **Dotpost** solution.

3. Support and Training

- **Onboarding:** Free training is provided via one-to-one, group, or "train-the-trainer" sessions.
- **Technical Support:** A UK-based support team is available Monday to Friday, 8:30 AM to 5:30 PM.
- **Resource Hub:** Users have 24/7 access to a management information suite, "How To" videos, and extensive FAQs.

4. Security and Compliance

CFH Docmail Ltd. operates under a robust security framework to protect client data:

- **Accreditations:** The service is certified to **ISO 27001**, **Cyber Essentials Plus**, and adheres to C&CCC Standards.
- **Data Protection:** Fully compliant with **UK GDPR** and the **Data Protection Act 2018**, acting as a Data Processor for customer information.
- **Monitoring:** Continuous protective monitoring for security events and unauthorized access is managed through the central **Accord** tool.

5. Operational Processes

- **Change Management:** All service updates follow a controlled process involving development in isolated environments and senior technical sign-off.
- **Incident Management:** Potential issues are reported immediately to the IT Service Desk via phone, email, or instant messaging for rapid triage.
- **Risk Management:** Regular risk assessments ensure the preservation of the confidentiality, integrity, and availability of all assets.