

Elastic Case SaaS Service Definition

G-Cloud 15

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Classification: Internal

This document describes Elastic Case’s Service Definition for the G-Cloud 15 framework.

Service Definition: QuickCase Case Management	1
1. Service Overview	1
2. Core Technical Features	1
3. User Experience & Accessibility	2
4. Security & Compliance	2
5. Support & Onboarding	2
Revision history	3

Service Definition: QuickCase Case Management

This document provides an overview of the **QuickCase Case Management** service offered by **Elastic Case Limited** under the G-Cloud 15 framework.

1. Service Overview

QuickCase is a highly tailored case management solution designed for the UK public sector and bespoke business needs. It is delivered as a cloud-native platform that eliminates IT overhead while providing a predictable monthly fee.

- **Deployment Options:** Available as a standard SaaS offering or self-hosted within **AWS, Azure, or Google Cloud** environments.
- **Infrastructure:** The SaaS version is hosted in the **AWS EU-West-2 (London) region**.
- **Target Use Cases:** Content workflow, document management, and enterprise digital workspaces.

2. Core Technical Features

QuickCase is built on a configuration-first philosophy, allowing for rapid iteration and deployment.

- **Bespoke Configuration:** Users can define custom schemas, workflows, security models (RBAC, groups, data classification), and user interfaces.
- **Audit & 'Time-Travel':** The platform maintains a complete audit history with a unique 'time-travel' feature to view past states of cases.
- **API-First Design:** A REST API provides **100% feature parity** with the web interface, documented via **Open API (Swagger)**.
- **Integration:** Supports API-driven integrations with third-party systems and Single Sign-On (SSO).

3. User Experience & Accessibility

The service is designed to be accessible and responsive across all modern devices.

- **Interface:** A dynamically rendered, configuration-based portal that adapts based on the user's role.
- **Accessibility:** Fully compliant with **WCAG 2.2 AA** standards.
- **Device Support:** Optimised for modern web browsers (Chrome, Edge, Firefox, Safari, Opera) and fully responsive for mobile use.

4. Security & Compliance

Security is managed under an **ISO/IEC 27001** certified Information Security Management System (ISMS).

- **Data Protection:** All data is encrypted in transit (TLS 1.2+) and at rest.
- **Testing:** Annual **IT Health Checks** performed by **CHECK** service providers.
- **Staff Vetting:** Staff undergo screening to **BS7858:2019**, with clearances available up to **Developed Vetting (DV)**.
- **Resilience:** High availability architecture utilising multiple availability zones and auto-scaling.

5. Support & Onboarding

We provide a comprehensive support model to ensure service maturity.

- **Onboarding:** Bespoke onsite or online training sessions are recommended due to the system's configurable nature.
- **Support Tiers:** Standard support operates **9am–5pm, Mon–Fri**, via a ticketing system.
- **Response Times:** Tiered responses from **1 hour for Urgent** issues to **1 day for Low** priority tasks.
- **Exit Strategy:** End-of-contract data extraction is provided in **JSON format** to ensure no vendor lock-in.

Revision history

Version	Date	Changes
1.0	29/01/26	Initial version