

Evolutive Service Definition

**Software pricing information and licence options for
Evolutive and associated services**

G-Cloud 15

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Evoluteive Overview

Evoluteive is a cloud-based CRM and Management Information System (MIS) developed and supported by Alcium Software. It is a trusted, proven solution used by public and private sector organisations to manage client engagement, support programmes, funding and performance reporting.

Evoluteive is widely adopted across Local Authorities, Combined Authorities, Growth Hubs, Business Support and Employment Services, Chambers of Commerce, Funding Providers, Universities, and other education and public-facing organisations.

Key features

Evoluteive provides a comprehensive suite of configurable modules, including:

- Client Relationship Management (CRM)
- Enquiry and Workflow Management
- Integrated online forms / e-forms
- Funding and Grant Management (including UKSPF, regional and government-funded projects)
- Employment and Skills Programme Management including participant tracking (including Government funded initiatives such as Connect to Work, Trailblazer)
- Advanced Reporting and Data Visualisation, with Microsoft Power BI integration
- Commercial Property Database and online portal
- E-Newsletters and online surveys
- Events Management and online booking portal

Configuration and Scalability

Evoluteive is a highly configurable and scalable solution. The system can be tailored to meet individual organisational requirements at implementation and adapted over time as needs evolve.

Implementation and Training

Alcium supports clients from the outset of engagement, taking time to understand organisational processes and service requirements. Each client is assigned a dedicated Account Manager who oversees and supports the implementation process.

Training is delivered either onsite or remotely, according to client preference, and is tailored to specific workflows and user roles. System Administrators receive additional role-specific training to ensure they can configure and manage the system effectively.

All users are provided with comprehensive documentation and in-system guidance to support independent use. Ongoing support is available via the assigned Account Manager and Alcium's helpdesk team through telephone, email, and online webinar sessions. Support is provided Monday to Friday, 9:00am to 5:00pm (excluding public holidays).

Support and Service Levels

Alcium provides a Service Level Agreement (SLA) which defines support arrangements and service commitments between Alcium Software and the client.

Technical Requirements and Access

Evolute is a web-based system accessed via standard internet browsers over HTTPS.

User access is controlled through secure authentication methods, including Single Sign-On (SSO), Two-Factor Authentication (2FA), and username/password/passcode credentials. Access is restricted to authorised users only.

All software updates and version upgrades are included as part of the annual licence.

Integrations

Evolute supports integration with third-party systems via APIs. API documentation is available on request.

Maintenance and Updates

All product updates, upgrades, and enhancements are included within the annual licence. Alcium continually develops Evolute and actively encourages client-led change requests.

Where possible, system maintenance, patching, and bug fixes are undertaken outside core business hours to minimise service disruption.

Data Protection and Security

Alcium Software is certified to Cyber Essentials, Cyber Essentials Plus, and ISO 27001 standards. We are registered with the Information Commissioner's Office (ICO) and fully comply with the UK Data Protection Act and GDPR.

Evolute is a browser-based system accessible via leading browsers. All data transmitted between the application and the database is protected using SSL encryption.

The service is hosted on dedicated servers within the UK using enterprise-grade cloud infrastructure (Microsoft Azure).

We conduct quarterly vulnerability assessments and engage a third-party CREST-accredited service provider to perform annual penetration tests.

Contract Termination and Offboarding

Upon contract expiry or termination, and in accordance with the licence agreement, Alcium will provide the client with a full database backup via a secure transfer mechanism.

Following confirmation of successful data transfer, Alcium applies a formal data sanitisation process in line with security and data protection standards.

Pricing

Pricing and licensing details are provided within the Pricing Document available on Alcium's G-Cloud profile.