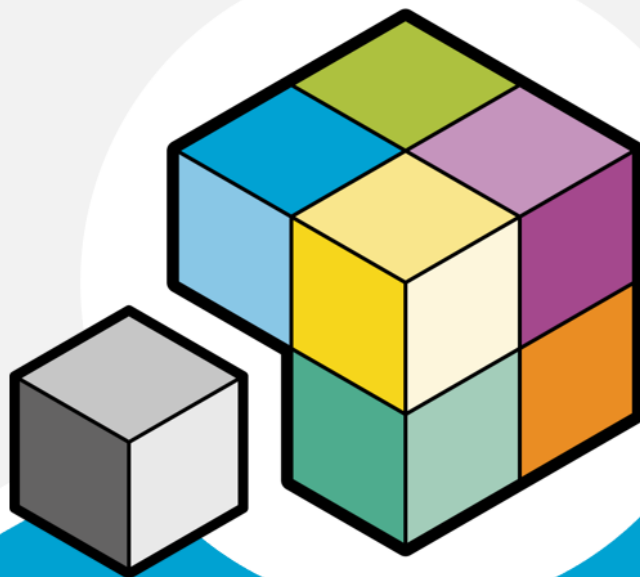


eCasework

G-Cloud 15 **Service Definition**
January 2026



www.placecube.com

G-Cloud 15 Service Definition

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eCasework

G-Cloud Service Name

eCasework

Service Overview

Case management for Councillors and Members. Record and complete casework, engage with local residents and authority officers, organise events and deadlines, and gain local insight. eCasework is the all-in-one solution for councillors, MLAs, AMs, MPs, MSPs and unions.

Service Features

- Case management: streamline casework and prioritise workload
- Complaint tracking to manage the process with constituents and council
- Collaborative working: reassign cases between members
- Secure email service
- File storage: keep case records secure and at your fingertips.
- Address book
- Reporting and analytics
- Local data dashboard
- Calendar to manage your appointments through a single view
- Well suited to individual Councillors/Members and their assistants

Service Benefits

- Manage casework on-demand: from anywhere at any time
- Solve cases in a timely manner with notifications and deadlines
- Identify prevalent local issues from your casework
- Record correspondence with residents, businesses and authority departments automatically
- See when events and casework clashes with your personal calendar
- Store important letters, photos, documents and other case-related files
- Save money with our affordable pricing plans
- Collaborate with other elected representatives on cases
- Keep your account secure with two-factor authentication

About Placecube

Now it's easier to build open, integrated services.

Our open platforms are co-created with the public sector for the public sector. We make it simpler for you to create services, integrate systems and personalise user experiences. Together we make your users' digital journeys easier, faster, and better connected.

We accelerate your digital journey through the reuse of existing digital services. We work collaboratively, ensuring that our clients never pay twice for the same development. And we differentiate ourselves through our actions and behaviours, living by the core principle of 'Doing the right thing'.

1. Making digital government more affordable.

By re-using well-designed services, already co-created with the public sector and their users, we make it easier to launch digital strategies that bring people, communities, businesses, and infrastructure closer together for a more connected place. Multi-agency use comes as standard

2. Open standards confidence, open-source flexibility.

Liferay DXP is our preferred open digital platform for making and re-using services that provides a sustainable way for local public services, health, housing, and communities to rapidly adopt open standards and open source-based digital services in a new style of partnership designed to connect places and communities.

3. Reusable cube components avoid unnecessary redevelopment.

Clients use this capability to accelerate transformation, avoiding duplication and cost,

using integrated tools to enable personalised services, engaged communities and secure collaboration.

4. 20+ years working with the public sector.

Placecube has a wealth of government digital experience and has been working with public sector organisations, across Central & Local government, Health & Policing for over twenty years.

5. Provider of Knowledge Hub, the open knowledge platform for public service communities everywhere.

A platform to collaborate and share across teams, organisations and communities specifically designed for the public sector and used by more than 100,000 users from 5,000 organisations across 80 countries.

eCasework

Case management for Councillors and Members. Record and complete casework, engage with local residents and authority officers, organise events and deadlines, and gain local insight. eCasework is the all-in-one solution for councillors, MLAs, AMs, MPs, MSPs and unions.

It's a notebook, address book, email inbox, diary and filing system rolled into one: a place to collect cases, keep track of everyone's input and solve problems efficiently. Our web-based casework software is hosted in the cloud and is fully responsive - meaning you can manage your cases anytime, anywhere on your computer, tablet and smartphone.

Full details of the service and access for a free trial is available from <https://ecasework.com/>

Training

eCasework is an intuitive application, typically not requiring training to get you started. Simply follow the simple set up steps and in-platform help.

Online chat is available to help if you get stuck.

We provide training, on request, typically in groups of six or more users, if required, at an additional fee (see pricing guide).

Onboarding & Offboarding Support

Our solution is ready-to-use and can be deployed at pace.

On registration you'll have full access to the tools you need to manage your caseload. You can follow our in-app walkthrough and self-service support videos and documentation too.

Security & Privacy

We are committed to keeping your data safe and secure and adhere to extremely strict security standards. This includes operating from SOC-1/ISAE-3402/SOC-2/SOC-3 compliant datacentres run by Amazon Web Services (AWS) and maintaining ISO27001 certification covering both our corporate and datacentre environments. We also hold Cyber Essentials Plus accreditation.

Our cloud software solutions are hosted by AWS in the UK in some of the most highly specified datacentres available. They're built to exacting, rigorous standards and deliver unparalleled security, power, connectivity, and environmental control. It's a world-class infrastructure and keeps our servers running uninterrupted 24*7. The datacentres are engineered with fully redundant connectivity, power, and HVAC to avoid any single point of failure. Each datacentre is staffed by highly trained technical support staff.

We manage the infrastructure for you, so you can concentrate on managing your platform and your users. We ensure that all software within the environment, including operating systems, databases and application-level software is fully patched. We use enterprise-grade monitoring solutions on all our cloud environments to allow us to pre-empt and react to system events and resource usage.

The platform goes through weekly vulnerability scanning at the web application and infrastructure level, and is penetration tested at least annually by an independent CHECK service provider. The underlying software of our solution, Liferay DXP, is also regularly penetration tested and verified by a third party.

We are an ICO-registered data controller and have appropriate data processing agreements in place with all clients to meet the requirements of the General Data Protection Regulations and Data Protection Act.

Service Levels, Performance & Availability

We aim to provide at least a 99.9% uptime service availability level. The service is fully resilient, with no single points of failure throughout the technology stack. The service comes with a 4-hour recovery time objective (RTO) and a 15-minute recovery point objective (RPO). This means that in the event of a major loss of infrastructure, the service would be available again within 4 hours, with a data loss of no more than 15 minutes.

Availability excludes agreed scheduled maintenance events, customer-caused or third party-caused outages or disruptions, or outages or disruptions attributable in whole or in part to force majeure events. Any service-impacting planned maintenance work is always performed outside of UK business hours, with adequate notification to our clients.

Incremental database backups are taken continuously throughout the day, configured with a 35-day retention period, with support for point-in-time restore within that period. The file storage solution is backed up daily and offers support for point-in-time restore. Backups are stored across multiple data centres and are fully encrypted.

These eight commitments are just a part of how we uphold our reputation for doing the right thing.

1. Our subscription pricing will be transparent and fair – we will not surprise you with hidden costs or seek to charge you extra to keep features, services or integrations working in the way we have committed to you throughout our contract with you. We will only seek a fair return for providing genuine additional benefit and value to your organisation.

2. We will not charge you a premium to integrate with our software or any digital services we provide – we will facilitate this through the use of open APIs. When we develop a new interface it will automatically become part of your existing subscription unless we agree with you in advance that it may put either party at a disadvantage to do so or that, as a prerequisite, another third party must also be consulted and asked to contribute to the cost.

3. We will use and support open standards – we will strive to reuse, develop and contribute to a growing library of open source code and supporting collaborative initiatives to develop open standards. We require third party partners to meet these standards. This includes a commitment to publish open source code so that it is accessible to others who may wish to adopt it, and to support growing open source communities in which we participate. Our intention is always to promote re-use wherever possible and avoid duplication of investment and costs on the part of our clients and partners.

4. We will uphold the principles of data protection, security and privacy by design – personal data will remain private, open data will be open to share and any data services we provide will be designed for the benefit and improvement of your services. We will never seek to undermine the trust users place in services we provide through inappropriate collection, manipulation or exploitation of user data.

5. We believe web accessibility is essential, always – we will strive to meet leading standards of accessibility in any services we provide or websites that we build, and we will uphold this principle in any quality review we undertake. This includes conformance with Web Content Accessibility Guidelines standards as a minimum.

6. We will always seek to minimise the impact or disruption of any change – when you entrust us to provide software and services on your behalf, we will always seek to coordinate and communicate any changes, updates or new releases so that your services are not disrupted. Where a fault occurs, we will remedy this fault according to the highest professional standards, by communicating openly with you and rectifying the issue as quickly as possible.

7. We believe you have a right to know how your service is performing at all times – we will share performance data summaries with you at no additional cost and will be open to discussing any additional detail you may require where it is reasonable and practical to do so without imposing any further charges. We will only seek to charge for requests that require significant development effort to provide.

8. We are committed to Place by design – our investment in place-based initiatives, through our solutions and technology, will always be designed to bring government, businesses and communities closer together to promote healthy, thriving local ecosystems with improved outcomes and sustainability for the Place. We will act responsibly and make a positive contribution to society.