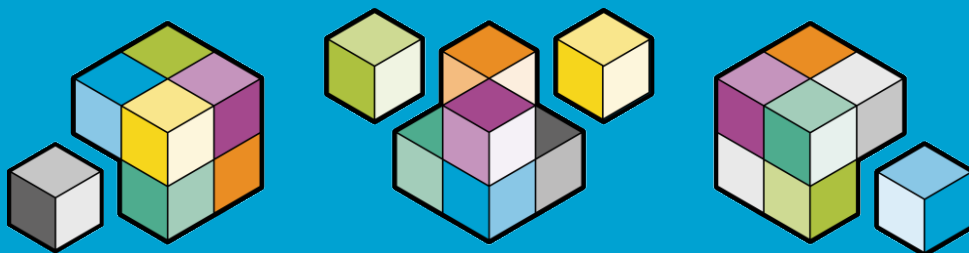
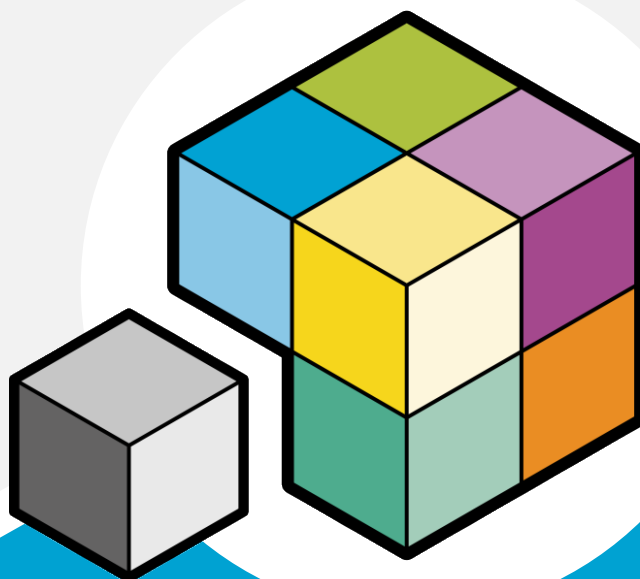


Digital Communities

Enterprise

G-Cloud 15 **Service Definition**

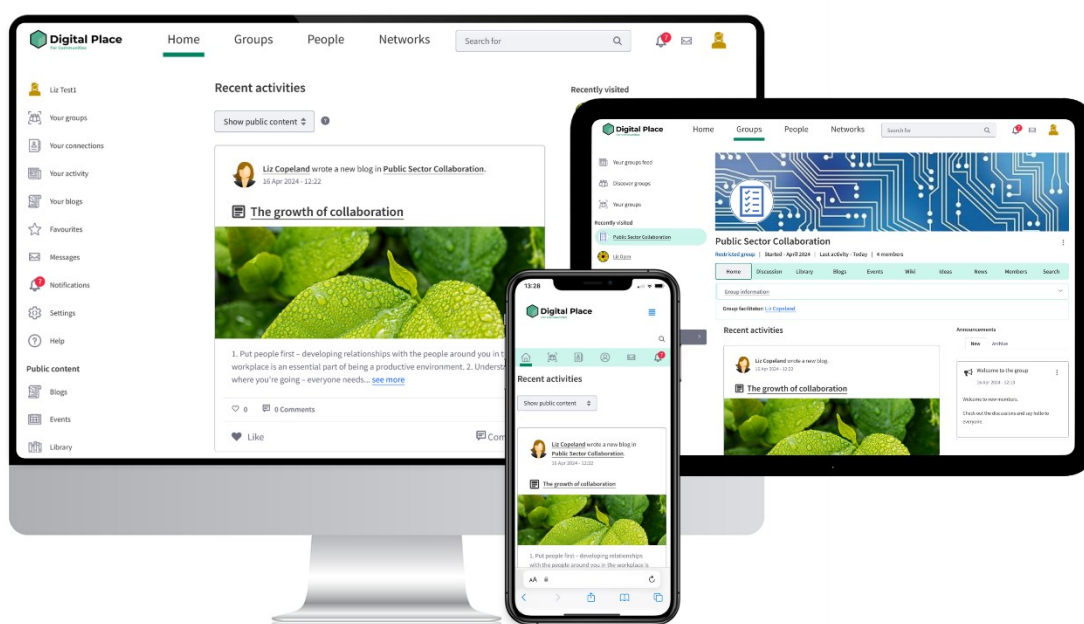
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www.placecube.com

G-Cloud 15 Service Definition

G-Cloud Service Name.....	2
Service Overview	2
Service Features.....	2
About Placecube.....	3
About Digital Place for Communities.....	4
Digital Place for Communities Features.....	5
Why Digital Place for Communities?.....	10
Deployment & Management.....	12
Training	12
Onboarding & Offboarding Support.....	13
Security & Privacy.....	13
Service Levels, Performance & Availability.....	14
Governance.....	14
Contract information.....	14



Digital Communities

G-Cloud Service Name

Digital Communities Enterprise.

Service Overview

A secure, scalable, responsive community platform for open knowledge exchange and collaboration that brings together disparate organisations and people, enabling them to work easily across departmental, organisational, IT, geographical and language boundaries. A feature-rich, customisable, flexible communities of practice solution, capable of operating as an intranet, extranet or both.

Service Features

- Easy-to-create communities, teams, and users with minimal clicks.
- Global: works across platforms, integrates with Microsoft/Google/Active Directory.
- Flexible: mobile responsive, scalable for hundreds of thousand users.
- Smart: configurable, contextual enterprise search, recommendations, tagging, categorisation, indexing.
- User management: personal profile, account, flexible permissions, distributed roles.
- Group and network management: role-based access controls, devolved management.
- Collaboration tools: blogs, discussions, libraries, real-time document collaboration, polls.
- Communication tools: direct messaging, email notifications, announcements.
- Quick access: activity streams, easy navigation to web pages.
- System administration: content, page and template management, platform analytics.

Service Benefits

- Easily integrated: based on Liferay's open source Digital Experience Platform.
- Increase productivity: easily share knowledge across systems, teams, and networks.
- Connect people and knowledge: across locations, organisations, geographies, languages.
- Remove silos and boundaries: gather knowledge assets in libraries.
- Improved knowledge discoverability through tagging, categorisation and surfacing relevant content.
- Efficient: save time and money actively reusing valuable knowledge assets.
- Fast: ready to deploy, quick setup, no additional development required.
- Improved communication: single interface, varied channels, reduce unnecessary email.
- Better engagement: between individuals, groups, communities, employees, partners, and suppliers.
- Build communities: expert community management support to improve engagement.

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 work with you to build your open and connected digital platform. 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. Re-usable 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 local authorities and other public sector organisations, across Central, Civil, Health & Policing for over twenty years (since 2003).

5. Leading Liferay Service Partner.

As the UK's preeminent Liferay Service Partner, the Placecube team is highly regarded as a specialist in creating, migrating, and deploying the global leading open-source DXP (Digital Experience Platform).

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

A platform to collaborate and share across teams, organisations, and communities. Co-designed with the public sector and used by more than 120,000 users from 5,000 organisations across 80 countries.

About Digital Communities

Placecube's Digital Communities is a secure, UK-hosted, responsive knowledge exchange, collaboration and integration platform, offering a proven communities of practice solution that brings people and knowledge together in one place, with a consistent experience across every device.

Designed in partnership with the public sector, the platform is easy to use, with flexible permissions and role-based access controls that allow knowledge sharing and collaboration between teams, co-workers, and communities wherever they are. Enable members to work together, share insight, ideas and experience and ensure your organisation reduces costs through reusing existing, proven technology, rather than replicating similar bespoke systems.

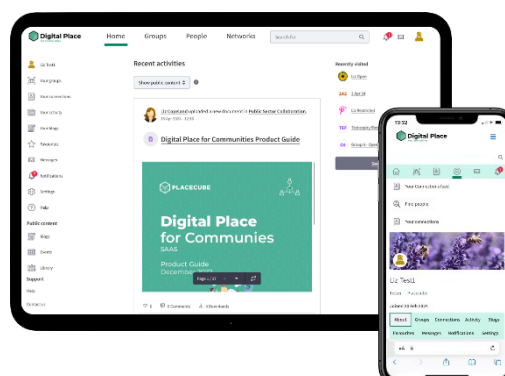
Capable of operating as an intranet, an extranet, or a mixture of both, Digital Communities is flexible to meet your organisational needs. Create and content manage information pages, news, and communications, build engaged communities of practice and integrate with your own existing systems.

Digital Communities is ready-to-use, works easily and securely across organisational, system, geographical and language boundaries, and is scalable for use by hundreds of thousands of users. Its primary features are:

- a **feature-rich, customisable content and knowledge management system** enabling a consistent user experience and easy information sharing;
- **easy-to-create communities** with different access levels, full range of collaboration functions and administration rights for nominated individuals allowing for devolved management of community spaces;
- **role-based access controls and permissions** allowing for different page and content views depending on what you're allowed to see and access;
- **powerful search** with a variety of filter and sort options, ability to build taxonomies, user generated tags, people search and recommendations providing quick access to shared knowledge;
- a host of **digital collaboration tools**, such as discussion forums, shared libraries, news, events calendar, blogs, messaging and email notifications enabling peer-to-peer engagement;
- a flexible platform capable of a broad range of **integrations** enabling a seamless experience for users.

The modular, open source technology on which this platform is built (Liferay DXP) is designed to be easy to use, integrate and change, freeing it from the constraints of proprietary platforms.

We use open source tools and support open standards by default in line with the Government Service Standard and Tech Code of Practice guidance. For local government we work in a way that supports councils who have signed up to the Local Digital Declaration principles.



Digital Communities Features

User account

- **Registration/sign-up** allowing anyone to register, or apply domain-based access controls and ready-made user approval workflow to monitor and restrict access.
- **Single sign-on** using a variety of third-party identity providers including Google, LinkedIn, Facebook, and any provider supporting OpenID Connect.
- **Self-serve** password reset, user account unlock and account re-activation.
- **Editable user profile** including photo upload, personalised background, profile completeness indicator and flexible profile fields, so you can include the details you need.
- **Individual user settings** including privacy, display language and time zone, email notification preferences, invitations, connection requests and notifications, direct messaging, favourites, own blog, account deletion.
- **First-time user login wizard** including user recommendations and encouraging users to complete their profiles.
- **User homepage** including personalised activity stream, immediate access to accept group invitations and connection requests, quick access to profile, settings, groups and networks, platform and network announcements and recently visited groups.

Public and site-wide content

- **Easily navigable and manageable web pages and content** including flexible site structure with navigation menus that are quick to build and configure and inline editing of content.
- **Powerful global and contextual search**
 - Search result ordering by relevance, date, A-Z and rating.
 - Creation of content categories/taxonomies that aid discoverability.
 - Refining/filtering of search results by tag, content type, date, category, topic, rating, or other specified data field.
 - Personalised content feeds, group and connection recommendations.
 - Related content – similar to what is currently being viewed.
 - Content auto-tagging.
 - Flexible listing layout.
- **Group listings and search** including ability to join/request to join directly from the list and flexible listing layout.
- **People listings and search** including advanced people search with filtering on all profile fields, ability to request/accept connections directly from the list and flexible listing layout.
- **Content listings** including blogs, documents, events calendar, resources, news, jobs and other configurable content types.

Groups with devolved management – bringing people together for a variety of purposes; from large communities of practice and interest to small private project spaces.

- **Secure access levels**

- **Open** – any registered member can join.
- **Restricted** – searchable and visible, but access control is limited by the group administrator and there's no access to content without membership.
- **Private** – hidden, not searchable, or visible, access is by invitation only.
- **Privileged** – allows for a greater level of security to be applied to restricted and private groups through additional authentication, membership expiry dates and domain approvals. This feature can be used to provide Official-Sensitive groups in an Official-Sensitive configured environment.

- **Group homepage** including configurable name, logo, background image and description, plus recent activity stream, announcements, and polls.

- **Group collaboration and communication tools**

- **Poll** – easy one-click voting on issues that can be configured by group administrator.
- **Announcements and messaging** – group administrators can signpost key content via the homepage announcements or send a direct message to all group members.
- **Discussion forum** – all members can participate in conversations, share problems and solve issues together, group administrators can create categories as containers for a number of discussions covering the same topic.
- **Library** – broad range of document management features: upload all file types including audio and video (configurable by system admin), folder creation, single or multiple uploads (drag and drop), document preview, version control, document expiry for strict management of assets, document tombstoning for expired documents, automated document title formatting, flexible upload and download permissions, publishing inside the group only, across the platform and publicly.
- **Real-time document collaboration** enabling members to work on Word, Excel and Powerpoint documents together.
- **Blogs** – use blogs to publish personal reflections inside the group only, across the whole platform, or publicly.
- **Events calendar** – view as a daily, weekly or monthly calendar, or as a list that can be viewed in chronological order by start date with access to previous events if needed, add a booking link button, add events to your desktop calendar, publishing inside the group only, across the platform and publicly.
- **Wiki pages** for collaborative working in editable web pages.
- **Ideas** – generate and crowdsource ideas and suggestions, sort by most liked, filter by tag and category, group administrators can manage the status of an idea from 'for consideration' to 'completed'.
- **Member listing** and ability to make connections with others directly from the list.

- **Search** – contextual group search using all sort and filter options detailed under global search above.
- **News listing** – display the latest news, sort by date, A-Z and most liked, filter by category and tag.
- **Group administration** – devolve group management to individuals as appropriate.
 - **Group details** – manage group name, logo, background image and description.
 - **Group tools** – manage and organise group collaboration tools, for example, add categories to forum, add folders to library, move items between categories/folders, turn features on and off.
 - **Group reports and analytics** – access group management reports, statistics, analytics dashboard and add Google Analytics code for additional monitoring.
 - **Group management** – manage membership and access control including invitations, domain access, member expiry dates (if applicable) and removal, add group administrators, amend group handling caveats.
 - **Group communications** – add group announcements, manage polls, send group messages.

Networks – allows for a branded collection of collaboration groups under one banner with devolved network management.

- **Network branding** – branded collection of collaboration groups.
- **Overarching network group** acting as a gateway to the network and its groups, including:
 - **Landing page(s)** to signpost key content within the network;
 - **Network groups** list;
 - **Network members** list;
 - **Cross-network collaboration tools**, such as discussion forum, library, blogs, events, real-time document collaboration, wiki pages, ideas and other content listings as required;
 - **Network news** listing.
- **Networks feed** – view activity from networks and filter to view content from a specific network only.
- **Home (default) network setting**, so members can:
 - log into the network landing page by default;
 - see content on the networks feed page filtered to your home network only;
 - see network branding and access the network homepage (“My network”) from the top navigation anywhere in the site.
- **Network administration**
 - **Content management** – network name, logo, background image, description, homepage content and news items.

- **Network tools** – manage and organise network collaboration tools, for example, add categories to forum, add folders to library, move items between categories/folders, turn features on and off.
- **Network communications** – add network announcements, manage polls, send network messages.
- **Add groups** – add groups to the network from the group listings page. Groups contain all digital collaboration tools as described above and can be open, restricted, private or privileged.
- **Network reports** – access network management reports and analytics dashboard, add Google Analytics code for additional monitoring.
- **Intranet groups** – make some groups (open, restricted, private or privileged) visible to certain email domains/users only.
- **Intranet user management** – by domain or email address.
- **Network management** – manage membership and access control including invitations, add network administrators, amend network handling caveats.

Microsites – allows for the creation of public facing, branded, mini-websites for the promotion of particular projects, services or campaigns.

- **Web page creation and content management** including flexible microsite structure with navigation menus that are quick to build and configure and inline editing of content.
- **Content listings** enabling the collection and public display of different datasets, for example, news and resources.
- **Feature re-use** – employ many other platform collaboration tools within the microsite, for example, discussion forum, library, blogs.
- **Microsite management** – manage content and features.

Additional knowledge sharing and collaboration tools

- **Knowledge Base** – can be deployed within group, network, site-wide, or publicly, enables creation of a collection of linked articles for sharing of information.
- **Forms** – can be deployed within group, network, site-wide or publicly, enables submission of information, for example, surveys and applications.
- **Searchable content listings** – create and configure different content types and listings with form input, so users can add content easily, such as case studies, jobs, resources, mentoring opportunities, directories etc.

System administration – whole site management

- **Member management** including account creation, user import, account updates, password changes, deactivation/deletion of accounts, management of available profile fields, data protection reports.
- **User authentication and security** including forced email reverification, forced revalidation of terms and conditions, account unlock, activation of inactive accounts, multi-factor authentication by smart

phone app or email, auto-deactivation and deletion of old accounts, user domain whitelisting to pre-approve certain registrations used in conjunction with user registration workflow.

- **User roles and permissions** including role definition and management of permission levels.
- **Group and network management** including group/network creation, access and editing, member management, deactivation/deletion.
- **Site template management** – group, network and microsite templates as described above are available as standard, but these are flexible and can be edited, or new ones added as required.
- **Content management and settings** including management of all pages, content items, groups and networks, and control of settings such as document expiry and tombstoning, document download limiter, document title formatting, document type formatting, online document collaboration, auto-tagging and handling caveats.
- **Platform settings** – site-wide functional management including password policies, terms and conditions, language selection, default user associations, management of file types, search configuration and platform monitoring, including site-wide reports, analytics configuration and access to system auditing.
- **Form builder** with drag and drop interface for easy form creation, such as surveys, and export of contents as csv file if required.
- **Communications management** including system email editing, notifications editing, audience segmentation and targeting to push tailored content.
- **Page layouts and navigation** including control over a varied range of layouts, access to CSS styling, drag and drop page elements and fragments such as banners, buttons and cards, supporting easier, inline content management, personalised experiences for different types of user and navigation menu builder allowing flexibility in creation of site architecture.
- **Workflow creation** including management of existing standard workflows for user registration approval and simple content approval.
- **Integration** including social login via Google, LinkedIn, Facebook and OpenID Connect, plus optional integrations with a broad range of other applications such as Active Directory, Google Drive, Documentum, SharePoint, Alfresco, Tableau, JasperReports, Shibboleth, and more.
- **Commerce** – a PCI compliant, enterprise-class commerce solution, included as standard with the Liferay DXP platform, for any organisation wishing to sell physical or digital products and services. It enables you to create and manage easily customisable Commerce shops that are PCI, GDPR and DPA compliant and is useful for organisations wishing to sell subscriptions and other services as part of their communities offering. Features include storefront pages and content management, catalogue and product information management, business to business focused account management and purchasing workflow, order management and sales, personalised product recommendations and integrations with other business systems.

Why Digital Communities?

How Digital Communities benefits organisations and individuals

The chance to share practice, insight, and innovation regardless of geography, department, organisation type or sector offers much needed efficiencies and opportunities for innovation.

By engaging through Digital Communities, organisations can:

- reduce IT and infrastructure costs through:
 - re-using existing technology;
 - no need to purchase or manage hardware;
 - only rent as much virtual infrastructure as you need, so no wasted capacity.
- benefit from greater flexibility by choosing relevant features and security options that meet your organisation's needs.
- leverage open APIs and social sign on options, for example with Active Directory or SAML, to integrate with existing enterprise systems.
- improve organisational efficiency through less email traffic and less time spent starting from scratch.
- save time and money through sharing tried and tested solutions.
- share good practice, avoid duplication of work, and learn lessons from past examples and knowledge.
- connect across different organisations, sectors, and technologies.
- work directly with peers and partners, including crowdsourcing documents and innovation discussions with real-time collaboration tools.
- keep up to date with the most current thinking available from network beyond immediate workgroups and peers.
- develop and progress innovations rapidly through enhanced 'virtual' availability and increased knowledge pool.
- reduce carbon footprint through less travel to meetings.
- rapidly induct new staff to roles and help people develop new skills.
- build relationships that transcend organisational and geographical boundaries.
- extend and enhance membership/employee engagement.
- build brand profile through visible public pages.
- raise reputation and awareness with external partners, suppliers and communities.
- connect better with members, gaining feedback and insight.
- break down silos within organisations and departments.

- develop excellent two-way internal communications with easy-to-use cross-organisation communications tools.
- organise, index, and manage documentation, so members can access information more easily.
- create a trusted space for members, in which to build relationships and develop a more collaborative organisational culture.

Individual members will also gain great benefits, including:

- learning from the expertise and experience of others, particularly specialists and those who have been in the same job role for longer.
- building confidence and skills, including the use of technology for collaboration, online facilitation and community management, and community engagement.
- developing a higher profile and professional reputation within their own organisation and externally.
- developing more efficient ways of working, such as sending/receiving less email, working collaboratively, reducing travel to meetings and reusing the best practice and knowledge shared by others.

Demonstrating impact – how it works

Knowledge Hub – knowledge sharing across the public sector

Knowledge Hub (khub.net) is a free-to-join, open knowledge exchange and collaboration platform for public service. It provides digital collaboration tools to a broad audience of over 5,000 public sector organisations within the UK and internationally, and is used extensively in central and local government, health, education, housing, police, and fire services.

The growing Knowledge Hub community consists of over 120,000 public service professionals and their partners who use Knowledge Hub to exchange ideas and solutions and share good practice and innovation. Members need no longer reinvent the wheel, but can gain efficient, effective and reliable advice from their peers.

Over the years, Knowledge Hub has helped the public sector make huge savings through shared knowledge and information. For example, one group dedicated to supporting local government civil enforcement claims to have saved its member local authorities many thousands of pounds through sharing best practice. Another group, supporting professional development and qualifications, has made significant financial and environmental savings through delivering exams online, reducing travel and printing costs.

Police Digital Service

In early 2018, Placecube rolled out a large knowledge sharing platform across the policing sector, on behalf of the Police Digital Service (PDS). This platform allows individuals within policing to collaborate directly with relevant organisations outside of the sector, as well as share research and best practice within the sector.

Placecube worked closely with the PDS Knowledge Manager to ensure rapid deployment of the standard Digital Communities software, so they were able to test and train system administrators quickly.

The speedy implementation also allowed PDS and Placecube to focus their attention on the development of additional key features that were important to them, for example a capability to store and share Official-Sensitive content. Features implemented included enhanced checks on individuals' identity; vetting and auditability of users accessing secure content; and multi-factor authentication at login. The Home Office has accredited the platform to Official-Sensitive status since adding these features.

PDS have also benefited from liaison with our knowledge and community managers. They have been able to reuse much of our existing help and guidance material and have found it useful to discuss answers to commonly raised user questions.

The PDS knowledge platform has received excellent feedback from users and currently hosts well over 20,000 members, with hundreds of new sign-ups every month.

Supporting the Civil Service

A Civil Service organisation has been using Digital Communities since 2020 to support HR services. The platform enables them to share up to date HR information, guidance and expertise among HR professionals in Government and gives them a platform to provide the latest news and policy updates.

Colleagues across Government can discuss issues in a safe space and are able to keep up to date with developments in their area of work.

A system administrator managing the platform says, "Placecube have delivered a responsive service and reliable platform that has enabled digital communities, networks and product libraries to operate across departments. Our site has grown to include thousands of users and results in hundreds of meaningful interactions each day."

Deployment & Management

Concentrate on developing the digital services for your organisation. Leave the infrastructure and software stack to us. You don't have to invest in physical assets; being able to 'rent' virtual infrastructure and software has both cost and practical benefits.

Digital Communities Enterprise is recommended for larger implementations and offers the benefit of being able to customise, integrate and develop services to meet specific needs. It can also be configured to enable the sharing of Official-Sensitive information. For smaller implementations, see the Digital Communities service definition.

The Digital Communities Enterprise solution is ready for immediate deployment over the internet once we have undertaken the necessary onboarding, customisations and integrations you require. Your users will have full administrative rights, allowing them to start creating other users, roles, groups, networks, sites and content straight away.

Training

Comprehensive, bespoke training is a standard component of our implementations and has been designed to support our clients in becoming as self-sufficient as possible. Initially your account manager will walk through the platform features with you, including demonstrating the various administrative and end-user

interfaces. This can be done via face-to-face meeting or a series of webinars. You will have opportunities to practice, test and ask questions.

We can enhance initial training with regular scheduled refresher sessions via webinar.

Ongoing knowledge transfer can be provided through ad-hoc 'ask-the-expert', written guidance and virtual Communities of Expertise; all geared to creating self-sufficient, in-house expertise. An online knowledge base is also provided to help staff with day-to-day tasks and processes.

A half-day specialist community management training session is also available within the first 3 months, to help upskill those running networks and communities within your platform. Training can be tailored to individual organisational needs but would usually include an introduction to building and managing successful online communities delivered by our highly experienced community managers. The interactive session encourages participants to consider their community's purpose, core team, target audience and helps them develop an initial action plan.

Onboarding & Offboarding Support

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

Firstly, we will work with you to discuss branding, design and the tools you want to use. We will then set up sessions to walk through the service as described above.

Once deployed, we provide a dedicated web-based support desk, available from 09.00-17.30, normal business days as standard. Additionally, telephone, on-site or 24*7 extended support can be made available for an extra cost. Our support team consists of highly skilled, experienced professionals, who can help troubleshoot any problems.

We also have a team of expert community managers, who can advise on how to build and run successful online communities and develop knowledge management skills. Additional community management training beyond the half-day described above is available at extra cost.

If you no longer wish to use the service, we can provide an encrypted archive of all client-owned data stored within the platform.

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.

Governance

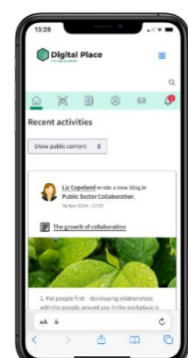
Across our organisation, we have established systems in place to enable us to monitor and report against our performance quickly and effectively. We are proud of our track record in which we consistently exceed all these required standards for our existing clients. However, we are not complacent about this, and are constantly reviewing technology, processes, and controls to ensure we maintain or improve these standards.

Our clients' requirements are typically aligned with our own well-established service standards, so we know we can provide an appropriate level of service having done so for other similar clients for a number of years. Priority classification is also a well-understood prioritisation model, which provides additional assurance that we will deliver reliable support service based on established best practices.

In addition to operating a responsible governance model, and providing outstanding support to our clients, our clients receive additional peace of mind through the eight stated commitments that we openly make about how we will continue to operate (see below).

Contract information

Please see full terms and conditions.



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 pre-requisite, 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 re-use, 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 co-ordinate 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.