

Datagraphic

Aceni*

G-Cloud 15 Service Definition Document

Discover Aceni, the secure, carbon-neutral,
SaaS hybrid mail platform that is transforming
processing of public sector communications.



ADVANCE YOUR AUTOMATION

Exceed expectations With Aceni.

Aceni is a cloud-based SaaS hybrid mail platform that centralises processing, management and distribution of digital and physical mail.

Used by local authorities, police forces, healthcare providers and other public sector organisations, Aceni helps teams meet and exceed their strategic and operational document processing goals, with over 21,000 registered users already able to prepare and send mail through the platform in minutes.

Built by Datagraphic, Aceni has **transparent, per-item pricing, and no fees for standard service hosting, software licensing, upgrades, training or support.** It delivers unrivalled value for money, **process efficiencies and digital transformation through a single service.**



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Aceni prints, posts and digitally outputs, the same working day, time-critical and regulated communications via proven workflows:

1 – An Automated Workflow

For regular single or bulk letters/bills with the same layout

Aceni recognises regular Document Types and automatically creates and distributes tailored mailing packs.

2 – A Manual Workflow

For ad-hoc single or low-volume letters/bills

Aceni's web interface provides a self-service option to upload and build ad-hoc mailings from Microsoft Word or any mail-producing software.

3 – A Managed Workflow

For bespoke bulk or specialist mailings

Where advanced set-up and programming are needed for content mapping and merging, such as for bulk mailings or specialist processing like Braille or alternative language formats.

One or multiple workflows can be set-up. All workflows go into Aceni's centralised platform, so regardless of who sends mail out, you gain a real-time audit trail for each mailing pack with reporting and visibility of processing for better cost control.

How Aceni Works.

Aceni is a closed-loop application that automates and digitally transforms manual and repetitive tasks. It cuts mail processing costs, improves productivity and helps teams handle fluctuating amounts of mail without needing extra internal resources.

1 - Upload

Safely transmit information from your current system/s via **HTTPS, Print Driver, API** or **SFTP**, for Aceni to use.

2 - Control

Easily automate or manually **build physical & digital packs**, and reduce costs with advanced mail handling and quality checks.

3 - Send

Send **digital envelopes** with **email** and **text** notifications or **Print & Post** – Aceni processes everything, and automates sending copies by post if there is no digital engagement.

4 – Track & Report

Gain insights from **real-time production tracking, digital engagement** and **KPI reports** to aid compliance, deliverability, and cost controls.

5 - Improve

Automate **undelivered mail processing** and use 'Goneaways' reporting to improve data quality for future mailings.



KEY ACENI FUNCTIONALITY

More options than you would expect, as standard.

Aceni is highly configurable and continuously developed with public sector teams to meet the needs of different departments and use cases. Here is a small selection of its key functionality:

- **Content services**

Aceni will build mailing packs based on the data supplied and user-selected or Document Type rules defined, automating the composition of highly tailored mailing packs.

- **Capture options**

Aceni's built-in Optical Character Recognition (OCR) and advanced capture technology can read text within supplied files, to automate processes such as splitting files for physical or digital distribution, or matching files for the same recipient in one envelope to cut costs.

- **Document options**

Aceni's advanced quality controls can hold documents with missing information or those for manager approval before dispatch. It can also prioritise date-sensitive mail to arrive sooner, and send copy documents automatically if a recipient doesn't engage with your first communication.

- **Content management**

Aceni makes digital asset management easy and improves version control. Letterheads and attachments are held in Aceni's libraries, for automated selection by Document Type or user, to print on demand. This ensures accurate content is provided as service needs change. Aceni's insert library also supports better management and selection of items such as forms and reply envelopes held in stock at Datagraphic.

Aceni supports digital adoption by automating digital/physical mail, based on the content for each recipient in a file.

- **Digital workspaces and enterprise portals**

Aceni's cloud-based interface provides a digital workspace for your teams to process documents wherever they work. Every item is tracked and reported in real-time, making query handling, copy document issuing and auditing easy. What's more, Aceni's Secure Portal option can be used, as an add-on, to archive communications or to share sensitive files with case workers and service users.

- **Optimising postal services**

Aceni's advanced Royal Mail PAF validation links with on-site mail sortation and consolidation services to secure the lowest possible postal costs and ensure documents reach recipients in the shortest possible time.



OMNICHANNEL COMMUNICATIONS

Go digital-first & automate print from the same file.

Aceni seamlessly distributes single or omnichannel **mail securely on the same working day**. Adding digital envelopes can save up to 95% on distribution costs. You'll gain immediate ROI and future-proof your processes. From one uploaded file, Aceni will produce and send:

Digital envelopes – turning files into eDocuments and digital attachments and hosting them in secure digital envelopes online for recipients to view.

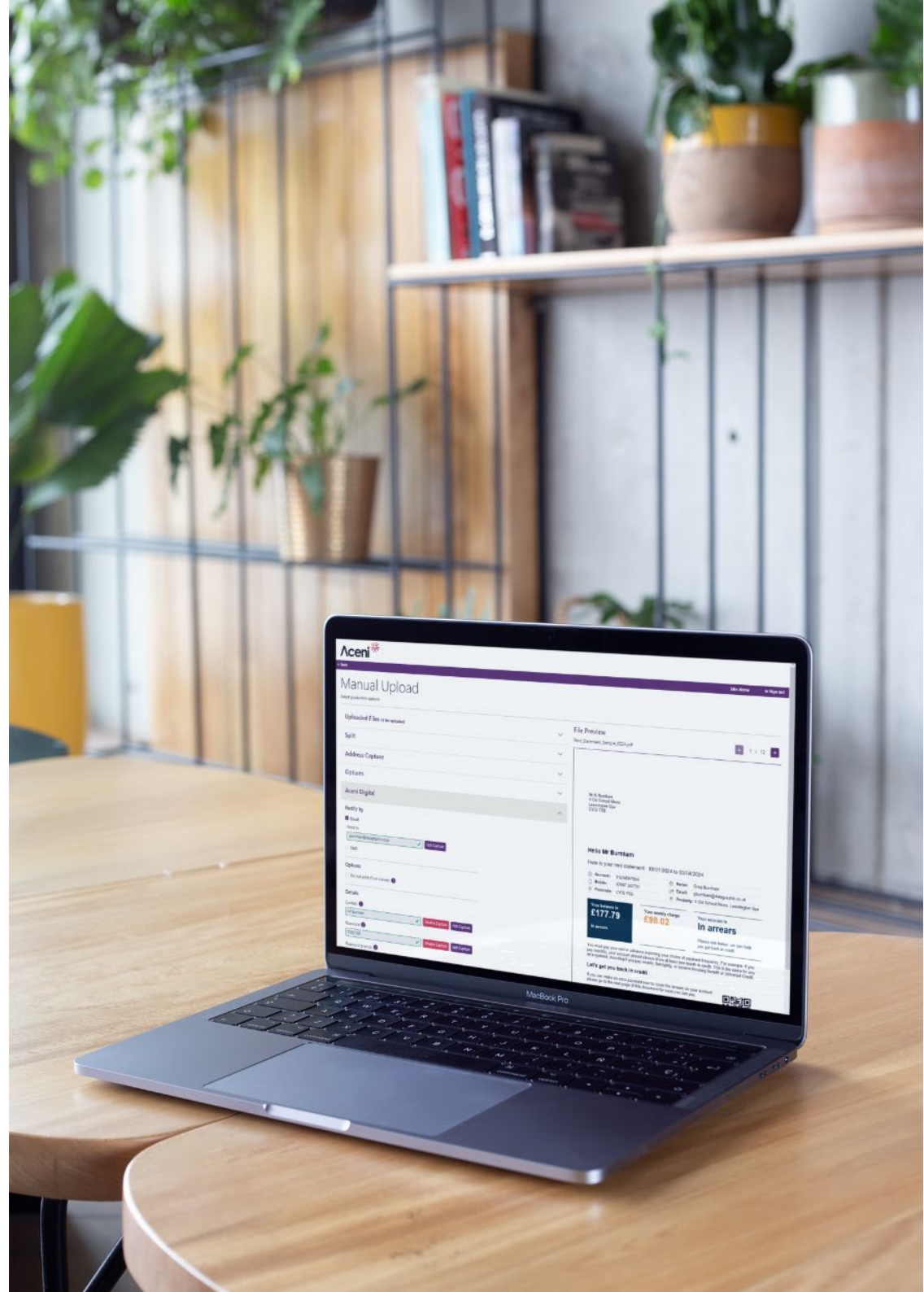
Email, SMS or RCS notifications – sending recipients alerts when a digital envelope is ready to view, and document summary messages encouraging interaction with print or online services and forms.

Physical envelopes – printing and mailing, via First, Standard or Economy classes of Letters and Large Letters. Plus, courier services to batch and dispatch envelopes to one location, or to deliver box consignments of files like reports of 80-plus pages.



To ensure mail reaches recipients faster, files uploaded by an agreed cut-off time – print, mail or digitally deliver the same working day or can be scheduled to your timescales.

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ACCESSIBLE COMMUNICATIONS

Being accessible is all part of the service.

Aceni supports your compliance with the Equality Act 2010, the Disability Discrimination Act 1995 (in Northern Ireland), and the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

Accessible Document Formats

Via Aceni's Managed workflow, your teams can send one file for recipients who need standard print or accessible document formats, and we will seamlessly automate the processing of all your physical outbound mail.

Accessible document formats are managed by a specialist team at Datagraphic and produced in line with UKAAF guidance. Formats available include large print, clear print, braille, audio, coloured paper, and easy read documents.



Web Content Accessibility Guidelines (WCAG) 2.2 AA.

Following thorough internal and external testing, Aceni adheres to the latest WCAG 2.2 AA web accessibility guidelines and has been awarded the Shaw Trust Accessibility Accreditation.

The Shaw Trust Digital Assessment and Accreditation process is rigorous. Over 60 hours of accessibility testing by people with a disability go into every accreditation. This is in addition to a stringent technical assessment by digital auditors.

Datagraphic's investment in independent testing with users of assistive technologies shows a commitment to inclusivity and exceeds most suppliers in this sector, who typically do not carry out such testing or rely on free digital assessments. Our compliance ensures that your service users with disabilities can navigate and interact with Aceni effectively.

ROBUST CAPACITY

Scalable production for your daily, annual or ad-hoc needs.

As a UK software company and service delivery partner, Datagraphic invests in people, technology, and equipment to provide a same-working day dispatch service that consistently delivers for the most regulated and time-critical communications.

For more than 30 years, we have been innovating and seeking ways to improve, and today, our document production processes are flexible, automated, agile, sustainable, and LEAN.

To provide accountability at all production stages, mailings are added to the **Production Control System**. This gives visibility and traceability in real-time through automated document status reports. An **Item Verification System** also monitors mailing pack accuracy to ensure recipients receive only the communications intended for them.

On-site, we have the **capacity annually to host unlimited digital communications, to print and mail 640 million items, and to seamlessly manage Return Mail:** all, from an efficient SME that keeps costs low and delivers exceptional value for money.



SCAN ME
TO TAKE A TOUR



SUSTAINABLE

Decarbonise mail & use resources responsibly.

By using Aceni and Datagraphic's production centre, you could instantly achieve many sustainability goals:

Carbon-neutral now, with an SBTi verified net-zero target

Report the decarbonisation of your document processes today. Our production centre self-generates and uses renewable energy to power mail processes. We are the only provider in this sector with a net-zero target approved and validated by SBTi.

Zero to landfill

Our centre prevents paper and plastic waste from going to landfills and holds a zero-to-landfill certification.

Reduced waste

Avoid pre-printed stationery and collateral waste; use Aceni's white paper solution to print letterheads, documents, and attachments on demand. Plus, Aceni's automation tools can hold mail with missing or inaccurate content to cut paper waste and distribution emissions caused by incorrect mailings.

FSC® or PEFC paper with FSC Chain of Custody option

Use paper from certified sustainable sources or request an FSC Chain of Custody to fully trace FSC paper from production to dispatch.



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**SCAN ME
TO LEARN MORE**



IT LIGHT

Quick to deploy and easy to maintain cloud-based SaaS technology.

Aceni is a SaaS platform hosted by Datagraphic in a private UK cloud, which doesn't need prerequisite software or system changes in your organisation to work.

Since 2017, Datagraphic's in-house team have made over 400 software releases to Aceni and invested ~11,000 hours developing it into the most advanced, open source, hybrid mail platform.

Aceni is IT light to deploy and maintain across departments/teams for your IT staff. Our team applies all security fixes, patches, and standard service upgrades, in addition to taking care of hosting, system testing, monitoring, support and development.

User authentication with SSO & MFA

Single Sign-On (SSO) user authentication from solutions like Microsoft Entra ID (Azure Active Directory) is standard for a seamless user experience and ease of user management.



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Multi-Factor Authentication (MFA) is also available as a standard built to support two factors, username and password, with an authentication app code.

Secure data transfers

Accessible from any internet-connected device with a compatible browser, users upload files securely to Aceni via HTTPS web portal or a printer driver. API, SFTP and bespoke Health and Social Care Network (HSCN) connections are also configurable.

Role-Based Access Controls (RBAC) user management

Aceni exchanges rigid user hierarchies for over 60 configurable RBAC permissions, which align with people's jobs. For example, one user might upload files, another manages reports, and a manager makes approvals; it's all easily configurable.

Service availability and ongoing maintenance

A high-capacity, high-availability service, Aceni's servers are load-tested to cope with demand peaks and availability levels are monitored to run at 99.95% or above.

Protecting your data with certified processes and controls.

We have a security-first culture, with **all staff BPSS vetted (including DBS checks)** and have robust Information Security standards and controls audited by independent legal and technical experts.

Aceni hosting and production centres are all UK-based, highly secure and **UK-GDPR** and **UK Data Protection Act** compliant, retaining data for a set retention period defined with you.

The highest standards

We are audited and certified to the latest **ISO 27001:2022** standard and have **Data Protection registration** with the Information Commissioner's Office.

Plus, we hold certifications for specific sectors, namely **Health & Social Care Network (HSCN) Compliant, NHS DCB0129** certification and **Police Approved Secure Facility (PASF)** status.



For the secure printing of cheques, Datagraphic is one of 25 UK organisations with **CPAS membership** and **Pay.UK – Standard 55** certification. We also measure performance against the **Department of Health and Social Care Data Security and Protection Toolkit**.

Information assurance

Based on Risk Assessments, comprehensive **physical and logical Information Security controls** mitigate risks to data Confidentiality, Integrity, and Availability.

Threat Management

Aceni is protected by **robust threat management systems**, which monitor and detect malicious activities in real-time, through a robust **Continuous Security Testing (CST)** programme. Our dedicated in-house CST team manages the process of scanning and analysing vulnerabilities. Should a vulnerability be discovered, we receive an alert for remediation. This live CST is more robust than relying solely on Aceni's Penetration Testing annually (which is conducted with a CREST-accredited third-party). All testing occurs in a dedicated environment to safeguard live operations.

RESILIENCE

A service that's always ready to deliver.

Aceni processes millions of public sector communications each year, with time-critical deadlines driven by legislation. Datagraphic has, therefore, built Aceni to continuously deliver, with robust software, IT infrastructure and production capacity, all backed by tried-and-tested operational resilience plans; certified to **ISO 22301**.

On-site Business Continuity (BC) controls

To protect service availability, we implement robust controls to mitigate risks, including eliminating single points of failure, virtualising IT infrastructure, and taking 12-hour backups. We maintain diverse internet connections, operate a high-capacity network, and ensure resilient climate control in data rooms.

In production planning, we never schedule equipment to capacity, allowing contingency for equipment failure. Critical systems also have power loss protection, service maintenance contracts, and key staff cross-train to run services following recorded procedures in a BC situation.



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Off-site Disaster Recovery (DR) controls

To protect against total service loss, in a worst-case scenario, where the primary Datagraphic production centre cannot function, DR measures are in place to help protect services.

Critical information replicates every 12 hours to Datagraphic's head office: a secure ISO 27001 certified DR data site 70 miles from the primary centre. In a DR event, this 'warm standby' is used to restore Aceni's web interface for document processing within an agreed operational Recovery Point Objective (RPO).

For physical mail production in a DR event, our partner Critical Mail Continuity Services (CMCS) provides capacity. CMCS is certified to ISO 27001 and ISO 22301. Operational resilience plans for DR are in place with CMCS and routinely tested.

IMPLEMENTATION

A team to guide you every step of the way.

What to expect in the all-inclusive service by Datagraphic when awarding a contract for Aceni:

A dedicated account manager to lead service transition, with help from programmers, product experts and client service staff.

An implementation plan with key milestones and assigned duties, to meet your transition timetable, using information on your document types, objectives, and distribution needs.

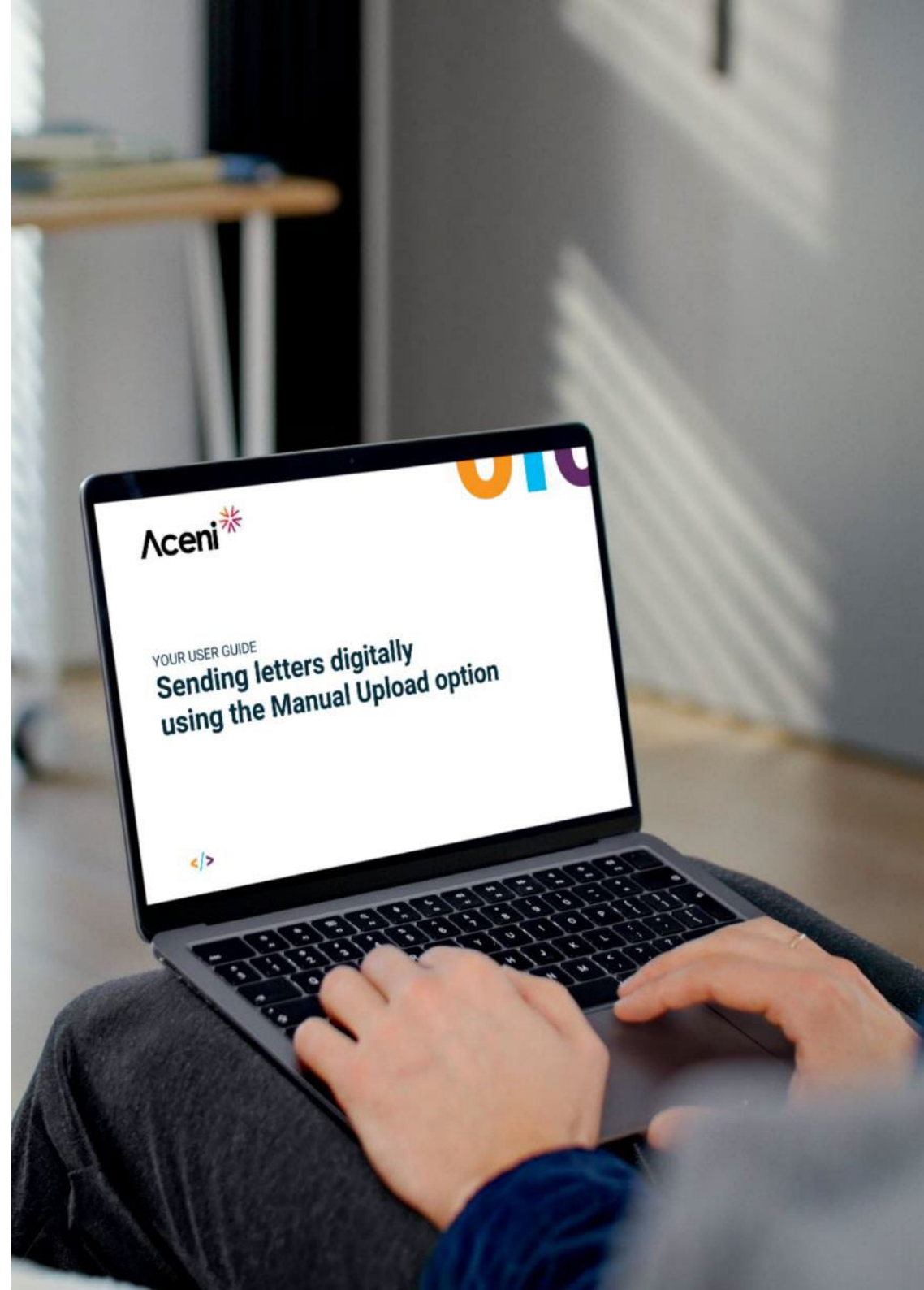
IT support from our Information Security and IT teams, to help with DPIAs, SSO, MFA, and the set-up of secure data transfer mechanisms such as HTTPS, API and/or SFTP.

Configuration, product experts to set-up Aceni, document types, email and or text notifications, user roles, automation options, digital and print output channels and more.

User Acceptance Testing (UAT) portal and Go-live.

We test Aceni and provide documentation for your teams to do the same. Plus, we deliver progress updates to all stakeholders. When you're ready, we agree on a go-live date and work together to achieve it, fully supporting the service transition.

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Responsive UK experts are ready to answer your queries.

Training

Aceni product experts guide all initial training sessions with a mix of online and face-to-face training for all user levels. How-to videos and get-started guides follow training to help users make the most of the service.

Aceni is extremely user-friendly and intuitive, so typically users only need one training session. If extra training is needed, however, further support is provided via screen-sharing sessions.

Support

When uploading time-critical files, you need queries resolving fast, so our UK team of experts is never more than a click or call away.

Contact the Aceni team, Monday to Friday, 9 am – 5 pm by:

Chat: Pressing the Chat button in Aceni

Email: aceni@datagraphic.co.uk

Phone: +44 (0)1788 535383

Outside these times, messages can be left for follow-up by the first available Aceni expert the next working day.

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The chat feature resolves 98% of requests within 5 minutes, delivering the fastest resolutions for users. Email or phone requests are automatically acknowledged and triaged within 15 minutes, and a likely resolution time is provided.

The team can also host remote virtual support sessions using TeamViewer software to see a user's screen and guide them to a resolution. Where required, on-site support via one of the Aceni team can be requested.

Escalation

Should a query need escalating, it must be done by phone or email to the team. It will be escalated to the account manager if they can't resolve it within the agreed time. A final escalation level is to a member of the executive team for review and resolution.



SERVICE MANAGEMENT

Reporting & Achieving your KPIs & SLAs

At Datagraphic, we build long-term partnerships by **consistently meeting KPIs, Service Level Agreements (SLAs)** and providing **dedicated account management** to add value to projects.

As an Aceni client, as standard, you can expect:

Real-time Performance Tracking & Daily Reports

Aceni displays real-time production and return mail tracking, along with offering a Dashboard that monitors daily activity and email reports for a 24-hour processing period. Reports can be tailored to your needs and made downloadable in CSV format.

Service Performance Reports

Your dedicated account manager will prepare a report detailing SLA performance, service usage volumes, stock levels and more. Typically, clients request these reports quarterly, but different reporting periods are available.

Yearly Strategic Account development reports

We recommend meeting annually for a more strategic service review and sharing any organisational or industry changes, innovations and value-adding opportunities.

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SOCIAL VALUE

Aligning with your ESG & Social Value goals.

As a **certified B-Corp company**, in Datagraphic, you gain a partner which is transparent and accountable for its social and environmental performance.

Additionally, as **participants in the UN Global Compact** and **UN Race to Zero**, we uphold universal principles in human rights, labour, the environment, and anti-corruption, ensuring ethical business practices and sustainable development.

We follow a **Social Impact Strategy** with ESG pillars (**Planet, People, Communities** and **Partners**) to make a lasting positive impact.

We are sustainable

Our production centre is carbon-neutral now, and we take a science-based approach to decarbonising our operations and using resources responsibly.



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We are **ISO 14001** and **ISO 50001** certified, and the only UK communications provider with a **net-zero target approved and validated by the Science Based Targets initiative (SBTi)**.

Plus, as participants in the Climate Pledge, we commit to reaching net zero **across our value chain by 2040**.

We pay people fairly

We pay all staff (18 and over) the **Real Living Wage** and are the only provider in our sector certified as a Living Hours Employer.



All shift workers are guaranteed 16 hours per week (unless they request otherwise), with at least 4 weeks' notice and pay for cancelled shifts during that period. **We have no zero-hours contracts.**



We recognise Modern Slavery

As an SME, we are not required to comply with Section 54 of the Modern Slavery Act 2015. Still, as a responsible business, we have elected to publish a Modern Slavery statement.

Datagraphic, a small, but mighty SME!

Datagraphic, despite being an SME with just over 100 people, boasts a diverse, ambitious and committed team. From in-house software developers, IT and information security experts, project management and solution architects, printers, client support, finance staff and the executive team.

We're agile, innovative, and responsive, and continuously enhance Aceni to future-proof it for client needs.

With 30+ years of data processing expertise (including cheque printing), we know the true value of investing significant resources in data security and resilient systems.

We operate from two carbon-neutral sites in Rugby, Warwickshire and Chesterfield, Derbyshire and reinvest a percentage of all profits in state-of-the-art IT infrastructure, printing and mailing equipment and the latest open source technologies.

By collaborating with clients through user groups and regular meetings, we deliver service transformation in weeks, not years.

Our Aceni platform aids valuable paperless working and productivity improvements, plus innovations that maximise the value of every envelope.

We invite you to book a visit to our centre, to request a demo of Aceni or to make contact for help scoping your service needs – we're ready to prove our worth.



Learn more

For further information about Aceni, please contact:

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Datagraphic

Certified



Corporation

Registered companies:

Datagraphic Group Limited (Reg No: 01215380) and Datagraphic Limited (Reg No: 02913191). Both registered in England at: Ireland Industrial Estate, Adelphi Way, Staveley, Chesterfield, S43 3LS.

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