



Service Definition

G-CLOUD 15

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Service Overview

Cinolla is a bookings platform built primarily for multi-activity centres and outdoor education centres.

The platform includes extensive group bookings functionality and a flexible online booking portal.

The online booking portal supports selling courses, events, facility hire and memberships and is typically used to serve the individuals and families customer segment. It is used extensively by our customers to allow the booking of activities such as half term holiday clubs, sailing courses, craft hire and climbing sessions.

Cinolla addresses the most common problem in activity centres where the bookings data is often held in disconnected systems or spreadsheets – so that changes to one part of the booking require a corresponding set of manual changes in other locations. Using Cinolla gives a single source of data and those inevitable changes to bookings, or staff rotas for example, will automatically be shared across the different teams and job roles that need to be aware of those changes and thus eliminating duplication of effort.

Service Features

- Bookings platform including online booking and payments.
- Group bookings including activity scheduling.
- Staff rotas, staff allocation and qualifications.
- Customer relationship management (CRM) functionality.
- Email sending and receiving using powerful templating.
- Powerful custom forms module including workflows.
- Resource management.
- Flexible memberships module.
- Facility-hire and accommodation bookings.
- Extensive pre-built report library.

Service Benefits

- Eliminate disconnected spreadsheets with a single source of data.
- Extensive group booking features can streamline the administrative process.
- Flexible online booking portal frees up time for your customer service teams.
- Ensure only qualified staff are assigned to sessions and have the audit of that all-in-one system.
- Easily review customer correspondence to support offering a better customer experience.

On-Boarding

Cinolla will work with your project staff to understand your requirements from the system and will assist you to configure the system as appropriate.

A typical implementation will be a phased approach over several months using a building block approach and moving through the different aspects of the system scope as the project progresses.

The scope of the system is significant if used in full, and a successful approach to custom on-boarding has proven to be an iterative one moving through a “training, setup, use” loop whilst moving through the in-scope modules and functionality of the system.

Off-Boarding

Cinolla is a subscription-based pricing model and so the contract will end if the customer chooses not to renew their subscription.

After ending the subscription period, the customer will be able to independently download much of their data directly from purpose-built screens, and certain additional data will be provided by Cinolla support if requested within 60 days of the date of termination of the contract.

Data will be securely deleted either 60 days after termination of the contract or sooner if requested.

Maintenance and Hosting

Cinolla is a multi-tenant SaaS system and all maintenance, and backups of the system are included within the subscription price and managed by the Cinolla engineering team.

The system - both the live and the disaster recovery - is run entirely from within AWS data centres located in the AWS Ireland (Dublin) and AWS London region.

Any planned maintenance will be notified to key customer account users well in advance.

Security & Resiliency

The Cinolla system leverages many of the security and resiliency tools provided by the AWS environments, including multi-A-Z hosting, application load balancers, point in time data restores, real time IDS threat detection and monitoring, web application firewalls, TLS encryption and encryption of data at rest.

As part of Cinolla's PCI compliance, the platform is regularly scanned via automatic security scanning tools and is independently Penetration tested at least annually.

Cinolla holds the Cyber Essentials Certification.

Support

Support is included within the subscription price and users of the Cinolla system can create tickets via email. These tickets can be tracked within our Helpdesk software.

Support hours are Monday to Friday 09:00 - 17:00(excluding bank holidays).