

G-Cloud 15

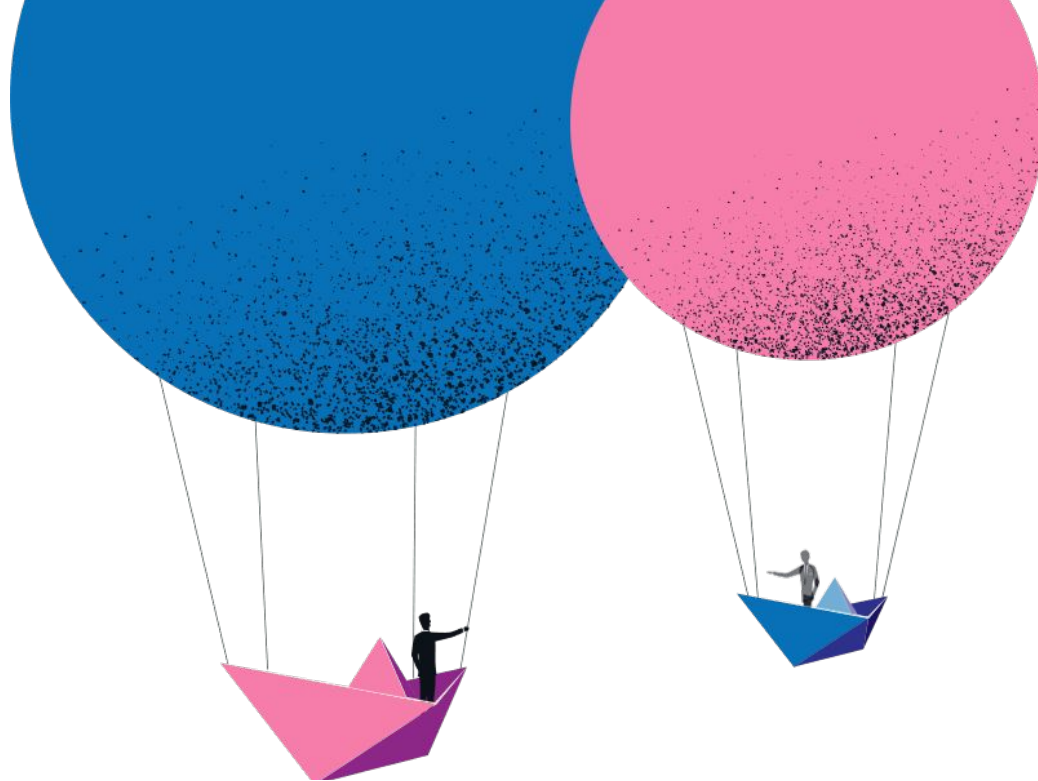
Jotform

Cloud Support



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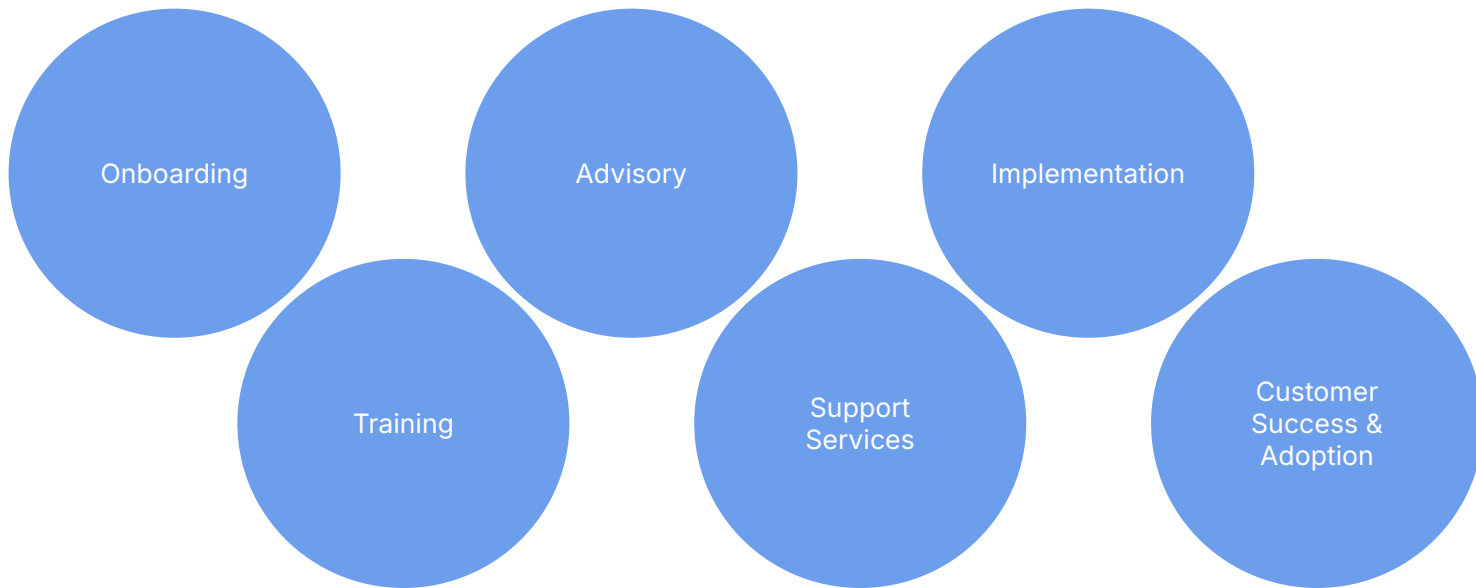


Service Offerings

Collaboration
unlocked.

Service Offerings

Invoka delivers the the following service across the Jotform and associated platforms and features:



Onboarding

Invoka Consulting provides in-depth onboarding services to users and organisations adopting the Jotform platform.

Invoka's consultants will design a custom onboarding plan based on the following:

- Your highest priority goals
- The size and complexity of your organisation
- The product included in your purchase
- Your current technology stack

Our aim is to make you feel confident that your use of Jotform will allow you to reach your goals.

Advisory

Invoka Consulting are dedicated to giving robust, data driven, impartial advice on how best to adopt Jotform into your existing product stack.

Your Invoka team works hand in hand with Jotform product experts to show when and how best to use the Jotform platform to solve your business challenges.

Implementation

Invoka Consulting are subject matter experts in the design and implementation of the Jotform platform.

Your dedicated Invoka consultant will partner with you to gain an in-depth understanding of your business, strategies, customers and goals, before planning and executing a custom project delivery.

Invoka aim to provide you the highest return on investment and the lowest time to value.

Training

Your Invoka Consulting trainer provides hands-on virtual or in person training, aimed at getting your users up to speed with Jotform as soon as possible.

Each Invoka trainer is engaging, talented, and, most importantly, here to help you reach your full potential as a Jotform user.

Support Services

Invoka Consulting provides a tiered support service to Jotform users to expertly resolve simple and complex technical issues for both your users and customers.

Support services can be customised to your needs as a business. Invoka provides ticket based support, email support, as well as dedicated phone support.

Customer Success & Adoption

Invoka ensures that each and every customer is assigned a dedicated Customer Success Manager (CSM). Your CSM will provide you with the resources required to ensure your long term success with the Jotform platform.



Jotform Products

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unlocked.

Jotform Products

Invoka delivers the aforementioned service offerings on the following Jotform features:

Jotform Enterprise

Form Builder

HIPAA Form Builder

Jotform Apps

Jotform Tables

Jotform Mobile
Apps

Report Builder

PDF Editor

Smart PDF Forms

Store Builder

Jotform Inbox

Jotform Approvals

Jotform Sign



Jotform Integrations

Collaboration
unlocked.

Jotform Integrations

In addition, Invoka provides Jotform integration services on the following products:



Pricing

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unlocked.

Pricing

Please refer to the pricing document for this service.

Any additional services that may be required to deploy or enhance this service can be procured either on a T&M or Fixed Fee basis using Invoka's SFIA rate card.

Social Value

Collaboration
unlocked.

Climate Change

Invoka Consulting's Environmental Policy demonstrates its commitment to environmental stewardship by integrating sustainable practices into all business operations. The policy covers every aspect of the company's operations, from office and remote environments to IT and travel policies, aiming to minimise environmental impact and promote sustainability.

Our core principles focus on sustainable operations that reduce waste and energy use, resource efficiency, environmentally friendly procurement, and effective waste management. Energy management is targeted through the use of smart systems and energy-efficient appliances, with a gradual shift towards renewable energy sources. Employee engagement is also crucial, with initiatives to educate staff on sustainability and encourage their participation in local environmental activities. Additionally, the company strives for carbon neutrality through regular carbon footprint assessments and investments in carbon offset and renewable energy projects.

Key strategies include compliance with environmental regulations, ongoing environmental performance reporting, and continuous improvement through new technologies and regular audits. Collaboration extends beyond the organisation, involving community engagements and partnerships with industry peers to enhance environmental awareness and initiatives across the tech sector.

The policy outlines specific environmental targets such as a 20% reduction in energy consumption within five years, a 30% reduction in carbon emissions by 2028, and a commitment to sustainable procurement practices by 2027. These targets are supported by strategic initiatives, including upgrades to office facilities, employee-driven energy conservation, and environmentally stringent procurement policies.

In conclusion, Invoka Consulting aims to set a high standard within the software consultancy sector for environmental responsibility, not only adhering to existing laws but also pioneering advancements in corporate sustainability. This policy will be reviewed annually to adapt to new scientific findings, regulatory changes, and the company's growth, ensuring it remains at the forefront of environmental excellence.

Economic Inequality

At Invoka Consulting, we recognise that economic inequality is one of the most pressing challenges facing society today. As a leading software consultancy, we are committed to implementing strategic initiatives that promote economic inclusivity and contribute to reducing disparities within the communities we serve and our industry at large.

Our approach to tackling economic inequality is multi-faceted, focusing primarily on education, employment, and community engagement. We believe that education is a fundamental enabler of equality; hence, we actively partner with educational institutions to provide scholarships and internships to underrepresented groups. These programs are designed to equip students from economically disadvantaged backgrounds with the necessary skills and opportunities to thrive in the tech industry.

Employment practices at Invoka Consulting are rigorously inclusive. We strive to create a diverse workplace culture that not only hires but also supports, retains, and promotes individuals from varied socio-economic backgrounds. By implementing fair hiring practices and offering competitive wages and benefits, we ensure that our employees receive equal opportunities for growth and advancement.

Moreover, Invoka Consulting is involved in various community engagement initiatives that support economic development. We collaborate with local businesses and nonprofits to launch programs that drive local economies and support small enterprises. These initiatives not only stimulate economic activity but also empower local communities by creating jobs and providing essential services.

Through these concerted efforts, Invoka Consulting aims not only to mitigate the effects of economic inequality but also to set a precedent in the corporate world for social responsibility. We are dedicated to continual improvement in our strategies and to collaborating with other organisations to amplify our impact, fostering a more equitable economic landscape.

Equal Opportunity

At Invoka Consulting, we are dedicated to fostering an environment of equal opportunity for all. We believe that our strength lies in our diversity, and we are committed to levelling the playing field to ensure that everyone, regardless of their background, has the opportunity to succeed.

Our commitment to equal opportunity is reflected in our comprehensive policies and practices designed to eliminate bias and promote equity throughout our organisational processes. From recruitment and hiring to promotions and professional development, our strategies are meticulously crafted to ensure fairness and transparency.

Recruitment at Invoka Consulting is conducted with a deliberate focus on diversity. We employ targeted outreach and partnerships with diverse professional organisations to attract candidates from underrepresented groups, including women, people of colour, and individuals from economically disadvantaged backgrounds. Our hiring processes are rigorously structured to avoid unconscious bias.

Professional development and advancement opportunities at Invoka are equally accessible to all employees. We provide a range of training and mentorship programs that support career growth and skill development, helping every employee to achieve their full potential. Additionally, we regularly review our employment practices to ensure they remain fair and do not inadvertently disadvantage any group.

Beyond internal policies, Invoka Consulting actively participates in initiatives that promote equal opportunities in the wider community.

Through these actions, Invoka Consulting not only upholds its values of diversity and inclusion but also contributes to a more equitable society. We continue to challenge ourselves and our industry to raise standards and expand opportunities, ensuring that every individual has the chance to excel.

Wellbeing

At Invoka Consulting, we believe that the well-being of our employees is fundamental to our success. Recognising the integral role that mental, physical, and emotional health plays in productivity and satisfaction, we are committed to fostering a workplace environment that supports and promotes the well-being of every member of our team.

Our comprehensive well-being program is designed to cater to the diverse needs of our employees, offering resources and initiatives that address various aspects of health and wellness. We understand that well-being extends beyond physical health; therefore, our programs encompass mental health support, work-life balance, and community-building activities.

Mental Health Support: We provide our employees with access to professional mental health resources, including counselling services and stress management workshops. Our mental health days off and flexible scheduling options allow employees to take time for self-care without the pressure of traditional workplace constraints.

Physical Health Initiatives: Invoka Consulting promotes physical health through regular health screenings and wellness challenges that encourage active lifestyles. Our office environments are designed with ergonomic workspaces to prevent physical strain and enhance comfort.

Work-Life Balance: We strive to maintain a culture that respects personal time and family life. Flexible work arrangements, such as remote work options and adjustable working hours, enable our employees to balance their professional and personal responsibilities effectively.

Community and Social Well-being: We encourage a sense of community and belonging through team-building retreats, company events, and volunteer opportunities that allow employees to connect with one another and engage with the broader community.

Invoka Consulting is dedicated to continuously improving our well-being initiatives based on employee feedback and the latest research in occupational health. By investing in the well-being of our staff, we not only enhance individual employee experiences but also cultivate a healthier, more productive, and more inclusive workplace.

