

Inverifi

Cloud Software

Service Definition

Document for G-Cloud 14

January 2026



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1. Overview of Inverifi

1.1. Introduction

Inverifi is powered by Invotra and therefore you will read multiple references to Invotra throughout this document.

Invotra is a leading SaaS provider of digital workplace solutions and specialises in serving central and local government.

Each day, Invotra supplies its services to hundreds of thousands of UK Civil Servants, providing more modern, innovative ways of working within their organisations.

Our cloud-based software solutions connect professionals to the information they need with features, apps and integrations that make work more engaging, focused and productive.

Invotra is a British SME, with offices in Woking and Dublin.

At Invotra, we understand that compliance is critical to your operations but presents a unique set of challenges in ensuring that your policies, procedures and guidelines are effectively managed, maintained and organised. Our compliance platform, Inverifi, is easy to use and can be customised to suit the unique requirements of your organisation - ensuring you are always in control of your compliance activities, whilst being resource-effective and reducing costs.

With Inverifi you can be confident that your organisation is meeting all necessary compliance requirements, from ISO 27001, 14001 and 9001 through to Cyber Essentials and many other regulatory standards. Designed to give you peace of mind, our goal is to enable you to focus on what really matters - delivering essential public services to your citizens.

1.2. History

With a background as CMS specialists (specifically Drupal), back in 2009, we were approached and tasked with working on the data.gov.uk project for the Cabinet Office.

As a result of that project's success, the UK's Home Office challenged our team to build a SaaS Content Management System that was both flexible and cost-effective. This became our intranet product as we know it today.

Invotra now serves hundreds of thousands of UK civil servants, having a variety of public sector organisations on its books including central and local

2. Who we've worked with



Invotra has been on the UK Government's G-Cloud Digital Marketplace framework from the very beginning in 2012.

Starting initially with consultant work for the Cabinet Office, Invotra has gone on to develop a strong partnership with the UK Government.

Invotra overcomes a wide variety of challenges and meets many different requirements for individual professionals, through to enterprise level user bases exceeding 100,000+.

In early 2020, Invotra was also named as the Top Ranked Intranet Provider for the NHS London Procurement Partnership on the Information Management and Technology Framework.

We understand that large complex organisations consist of many teams, departments and third party suppliers who work together to deliver on business objectives. Invotra is committed to working with all customers' third party suppliers to drive the best outcomes.

We regularly look to promote great things that customers are doing through case studies, applications for awards, show and tells to other customers, and invitations to showcase implementations of our applications to the Invotra Team.

We expect and celebrate customers challenging us and problem solving is at the heart of what we do for our customers at Invotra.

3. Why Inverifi?

3.1. Culture

Invotra is fully committed to encouraging equality and diversity among our workforce, and eliminating discrimination. We are a meritocratic organisation. We value talent irrespective of its origin. Our aim is to be truly representative of all sections of society, and for our customers and for each employee to feel respected, be wholly merit driven and able to give their best.

We are a member of the Disability Confident Scheme and work towards reducing the disability employment gap. We also offer work experience to SEN students at a local school.

Our hugely successful apprenticeship programme, which has been recognised by winning multiple high calibre awards, allows us to develop a diverse, sustainable organisation that has an amazing culture and is truly embedded within the business, with all employees constantly learning and evolving. We are proud to say that 44% of our staff are either current or past apprentices, and 40% of the Invotra board members started as apprentices.

3.2. Vision

At Invotra, we are dedicated to serving those who serve the public by delivering secure, efficient, and adaptable digital workplace solutions tailored to the unique needs of civil service. Our commitment is to enhance service delivery and foster superior outcomes for the country.

With a rich heritage in intranet solutions and as a versatile SaaS applications provider, we empower organisations to transform their digital environments with our comprehensive suite of products, driving productivity and engagement across government sectors.

Our agile development model is at the heart of our innovation. It enables us to swiftly incorporate customer feedback into our continuous release cycle, ensuring our solutions not only meet but anticipate the evolving demands of a changing workforce. Each update brings enhancements and new features, directly influenced by the users who know best, our clients.

We provide a platform where customers can actively participate in shaping our tools. Ideas and feature requests are encouraged, carefully evaluated by our product team, and potentially integrated into our development roadmap.

Our flexible SaaS model has consistently resolved challenges within large government departments. As the public sector undergoes significant changes in workforce structures and expectations, Invotra remains a steadfast partner, continually evolving to address these new challenges head-on.

4. Product Overview and Features

Inverifi, powered by Invotra, is a compliance platform that is easy to use and can be customised to suit the unique requirements of your organisation - ensuring you are always in control of your compliance activities, whilst being resource-effective and reducing costs.

Features include but not limited to:

- Compliance knowledge management system with creating, editing and publishing tools
- Fully embeddable process diagram management
- Task management system to enable you to project manage your compliance workstreams
- Risk management with powerful dashboard to manage your risk posture
- Connect your partners, ALB's and suppliers to make working together easier
- Compliance standard template views to organise your information for audits
- Access history and revisions of all audit and compliance information
- Powerful and cross-organisational search
- Targeted reading lists to ensure and validate that staff are up to date with key information
- In-product onboarding and support to empower your users

Key benefits:

- Create an easily maintainable source of truth for your organisation
- Easy to use and onboard your users
- Reduce time spent managing your information and preparing for audits
- Access from mobile devices for staff out in the field
- Easily map out your organisation through connected processes
- Complete visibility of compliance ownership and responsibility
- Collaborate with staff and external stakeholders on vital information
- Manage policies, processes, risks and tasks in one platform
- Report on mandatory reading across your organisation with reading lists
- Simplify and centralise your key compliance knowledge

5. Service Overview

At Invotra, service is everything. We take great pride in the ways in which we deliver an excellent service to our customers.

As an Inverifi customer you will have 24/7 access to our dedicated Helpdesk Portal.

The UK Helpdesk is available for UK Public Sector customers between 0900-1700 Monday-Friday, excluding Bank Holidays and national holidays.

6. Onboarding

6.1. Introduction

We understand not only the complexities associated with compliance, but also with the process of onboarding to a new tool.

As a modern SaaS application, Inverifi is designed to allow users with the time and expertise to onboard themselves and indeed rollout to an entire organisation. We provide remote support to assist you should the need arise and we have extensive in-platform support to help you achieve your aims as smoothly as possible.

However, for larger onboarding projects, in conjunction with our partner network, we can provide a more extensive stakeholder-driven onboarding process which is designed to streamline and ensure maximum impact of your onboarding experience. A detailed proposal can be provided on request.

Onboarding Process

Invotra has a long history of working with UK Public Sector organisations to ensure successful and cost-effective onboarding projects.

Our SaaS applications are designed to automate as much of the involved workload as possible, with in-application training and product tours available to aid with user education and adoption.

Our Inverifi onboarding projects are generally split into the following sections:

1. Setup & requirements
 - a. Engage with core team
 - b. Identify key pain points
 - c. Document goals for onboarding
2. Identify & design
 - a. Identification
 - i. Identify scope of materials for migration
 - ii. Identify key workflows
 - iii. Document key dates and deadlines
 - iv. Review resource required
 - v. GAP analysis
 - vi. Risk analysis
 - b. Solution Design
 - i. Review All Documentation and Structures
 - ii. Design the Desired State
 - iii. Define High-Level Flows
 - iv. Define Policies
 - v. Define Risks
 - vi. Define Answers
 - vii. Define Roles & Responsibilities
 - viii. Draft Project Plan
 - ix. Define Desired Rollout
3. Build
 - a. Project structures
 - i. Define Management Structures
 - ii. Inform Key Stakeholders of Their Workload and Responsibilities
 - iii. Define Communications Channels
 - b. Migration & content development
 - i. Enable Standard(s) as Appropriate
 - ii. Flowcharts
 - iii. Policies, Procedures, and Guidelines
 - iv. Risks
 - v. Core team review
 - c. Rollout
 - i. Communications to Wider Business

- ii. Establish Feedback Channels
 - iii. Onboard full user base & perform necessary training
4. Review & iterate
- a. Core team retrospective
 - b. Report on key engagement metrics

7. Security and Accreditations

7.1. Security

At Invotra, we take security seriously. Our secure software is enhanced by our committed approach to information security and governance.

Our customers expect the very best from us and we never fail to deliver. All members of staff have an ongoing commitment to ensure that, as an organisation, we adhere to industry best practice and international standards.

From developing the code that underpins our products, all the way through to implementing best practices when designing and building the infrastructure which hosts the platform, security is always at the forefront of our minds and is reviewed and approved at multiple stages throughout all of our processes, internally and externally.

In addition to this, we use independent penetration testers for the product to ensure total visibility of security. Every aspect of the environment is constantly reviewed and updated in order to mitigate any possibility of future vulnerabilities.

7.2. ISO 27001:2013

We obtained the ISO 27001:2013 accreditation in 2016 to provide our customers the assurance that we adhere to the International Organization for Standardisation criteria for protecting information.

All areas of Invotra meet the requirements and we continue to have an ongoing commitment to information security.

Every year, we are internally and externally scrutinised against 35 security categories and 114 controls.

7.3. ISO 9001:2015

We obtained our ISO 9001:2015 accreditation in 2023 in order to provide our customers the assurance that we adhere to the International Organization for Standardisation criteria for quality management.

All areas of Invotra meet the requirements and we continue to have an ongoing commitment to quality management.

Every year, we are internally and externally scrutinised against 10 quality categories and 56 sub-clauses.

7.4. ISO 14001:2015

We obtained our ISO 14001:2015 accreditation in 2023 in order to provide our customers the assurance that we adhere to the International Organization for Standardisation criteria for environmental management.

All areas of Invotra meet the requirements and we continue to have an ongoing commitment to environmental management.

Every year, we are internally and externally scrutinised against 10 quality categories and 41 sub-clauses.

7.5. Cyber Security Essentials Plus

In addition to the ISO 27001:2013 certification, we undertook the Cyber Security Essentials plus certification.

The UK government scheme, supported by the NCSC (National Cyber Security Centre), sets out five basic security controls to protect organisations from around 80% of common cyber-attacks.

This certification provides assurance to our customers that Invotra's defences will protect against the vast majority of cyber attacks, keeping them and their information safe.

7.6. Disability Confident

We are proud to be a part of the UK Government's Disability Confident scheme. We believe that by being part of a range of employers who are committed to this scheme, we can help lead the way in equality for people with disabilities. We are helping to drive change through behaviours and cultures around employment and have already begun to reap the benefits of inclusive recruitment practices.

By being part of the Disability Confident scheme we can:

- Draw from the widest possible pool of talent
- Secure high quality staff who are skilled, loyal and hard working
- Improve employee morale and commitment by demonstrating that we treat all employees fairly



8. Business Continuity and Disaster Recovery

Invotra has fully tested and ratified Business Continuity and Disaster Recovery plans which ensure, not only basic service, but full operations of the organisation as a whole can continue should the need to activate the plans arise.

All systems and processes are driven from highly-resilient and distributed cloud-based services and all roles are able to operate remotely from any location.

Continual review and improvement of the plans are embedded within the operations of the organisation which is led by the CEO and Board of Directors.

9. Health and Safety Policy Statement

Invotra's statement of policy is:

- To provide adequate control of the health and safety risks arising from our work activities.
- To consult with our employees on matters affecting their health and safety.
- To provide and maintain safe equipment.
- To provide information and supervision for employees.
- To ensure all employees are competent to do their tasks, and to give them adequate training.
- To prevent accidents and cases of work-related ill health.
- Implement emergency procedures, including safe evacuation of premises in case of fire or other significant events.
- To maintain safe and healthy working conditions.
- To review and revise this policy as necessary at regular intervals.

10. Equal Opportunities Policy Statement

Invotra is committed to encouraging equality and diversity among our workforce, and eliminating discrimination as well as being committed to equal opportunities in employment and service delivery. We are committed against unlawful discrimination of customers or the public.

Our hugely successful apprenticeship programme, which has been recognised by winning multiple high calibre awards, allows us to develop a diverse, sustainable organisation that has an amazing culture and is truly embedded within the business, with all employees constantly learning and evolving.

In addition to our membership of the Disability Confident Scheme we work towards reducing the disability employment gap. As part of this we offer work experience to SEN students at a local school.

Invotra is fully committed to encouraging equality and diversity among our workforce, and eliminating discrimination. We are a meritocratic organisation. We value talent irrespective of its origin. The aim is to be truly representative of all sections of society, and for our customers and for each employee to feel respected, be wholly merit driven and able to give their best.

Invotra is committed to:

- Encouraging equality and diversity in the workplace as it is good practice and makes good business sense.
- Creating a working environment free of bullying, harassment, victimisation, and unlawful discrimination as well as promoting dignity and respect for all, and where individual differences and contributions of all staff are recognised and valued.
- Opposing and avoiding all forms of unlawful discrimination.
- Ensuring that no job applicant or employee receives less favourable treatment on the grounds of sex, race, marital status, disability, age, part-time or fixed term contract status, sexual orientation or religion, or is disadvantaged by conditions or requirements that cannot be shown to be justifiable.
- The positive promotion of equality of opportunity in all aspects of employment.

This commitment includes training managers, and all other employees about their rights and responsibilities under the equality guideline.

Invotra believe that by encouraging equality, diversity and inclusion it can help:

- Make Invotra more successful.

- Keep our employees happy and motivated.
- Prevent serious or legal issues arising, such as bullying, harassment and discrimination.
- Better serve a diverse range of customers.
- Improve ideas and problem-solving.
- Attract and keep good staff.